



# AGENDA ITEM

## Public Utilities Commission

*City and County of San Francisco*



DEPARTMENT Business Services AGENDA NO. 12  
 MEETING DATE November 23, 2021

**Public Hearing:** Accept and Expend American Rescue Plan Act of 2021 Funds for SFPUC Ratepayer COVID-19 Debt Relief

**Project Manager:** Erin Franks and Isobel Hayne

<b>Summary of Proposed Commission Action:</b>	Accept and expend federal funds sourced by the American Rescue Plan Act of 2021 and administered by the State Water Resources Control Board (SWRB) and the California Community Services Department (CSD) to provide assistance to eligible residential and commercial customers who accrued customer account arrears during the COVID-19 pandemic.
<b>Background:</b>	<p>While the COVID-19 pandemic has above all presented unprecedented public health concerns, San Franciscans have also suffered from economic hardships as a result of the shelter-in-place order beginning in March 2020. Residents were forced to stay home, businesses closed, and many residents lost their jobs, leading to an unemployment rate of 7.5% across the state of California as of August 2021, according to the Employment Development Department. The pandemic response had huge impacts on the service area economy, with a disproportionate impact on lower-income customers who struggled to keep businesses open, find employment, take care of children at home, and balances other monthly household expenses.</p> <p>In response to this growing public health and economic crisis, the SFPUC implemented a shut-off moratorium which has been extended through March 31, 2022. Under the moratorium, SFPUC will not shut-off customers from water or power services due to non-payment. The agency also designed, implemented, and administered the Temporary Emergency Customer Assistance Program, a new discount program for residential and small business customers who experienced loss of income or revenues during the pandemic. Applications have been open since May of 2020 for the residential program and since July of 2020 for the commercial program. Almost 7,000 residential and almost 1,000 commercial customers have enrolled in the programs. More recently, beginning in August 2021, the SFPUC launched a pilot program to understand the impact of debt forgiveness incentives on customers' payment behavior, offering up to 90% off water and sewer bills to a small group of eligible San Francisco residents for a period of six months. The SFPUC hopes that this program will provide insight into the success of different interventions aimed at</p>

**APPROVAL:** \_\_\_\_\_  
 COMMISSION SECRETARY Donna Hood

keeping low income customers from accumulating more debt.

Despite these various SFPUC interventions to support customers during these challenging times, many continue to fall behind on their bill payments, accruing debt that in many cases has yet to be paid off. The number of delinquent customers and total overdue balances owed across all customer types have increased substantially since March 2020, when the shelter-in-place order was announced and many San Franciscans were laid off from work. Most notably, the number of single family residential water and wastewater accounts with delinquent bills more than 90 days past due almost tripled during the pandemic, going from 1,712 in March 2020 to 5,636 in September 2021. Commercial customers water and wastewater delinquent accounts more than 90 days past due also more than tripled, from 624 in March 2020 to 2,732 in September 2021.

As part of its integrated response to help customers in arrears, the SFPUC championed a legislative strategy to secure significant state and federal funds for arrearages. SFPUC was instrumental in ensuring that the nearly \$2 billion allocated through the 2021-22 California State Budget reflected the agency’s priorities including: (1) broad distribution of funds to ensure that ratepayers in every region—including low-income customers in urban areas with high median incomes—would receive some benefit; (2) ensuring the inclusion of wastewater customers; and (3) securing dedicated funding for customers of publicly-owned electric utilities and community choice aggregators so that both Hetch Hetchy Power and CleanPowerSF customers are eligible. Due to the SFPUC’s successful advocacy efforts, the agency expects funds for arrearages accumulated in all three Enterprises—water, wastewater and power. The agency has worked extensively internally, with industry associations, and with the administering California State departments to ensure the successful execution of these funding programs. Additionally, the SFPUC is actively advocating at the federal level for more funding and to create a permanent program for water and wastewater bill assistance, similar to the longstanding Low-Income Home Energy Assistance Program in the energy sector.

The California Water and Wastewater Arrearage Payment Program (CWWAPP) was established to address water and wastewater arrearages accumulated during the pandemic. The state legislature allocated \$985 million to community water and wastewater systems through Assembly Bill 148. This bill stipulated the program guidelines, stating that CWWAPP would be administered by State Water Resources Control Board. Water arrearages are prioritized; therefore, the details of the wastewater program will not be released until after the water program is fully complete and all funds have been dispersed. The wastewater program guidelines are expected no later than February 1, 2022.

The California Arrearage Payment Program (CAPP) was established to address electric arrearages accumulated during the pandemic. The state legislature allocated \$1 billion to electric utilities through Assembly Bill 135. This bill stipulated the program guidelines, stating that CAPP would be administered by the California Department of Community Service & Development. Customers of both the Hetch Hetchy Power municipal utility and the CleanPowerSF Community Choice Aggregator will be eligible for CAPP.

The funds for both these programs were appropriated from the Coronavirus Fiscal Recovery Fund, established by the American Rescue Plan Act of 2021. To qualify for both programs, a customer must be a residential or commercial customer that accrued arrearages during the COVID-19 pandemic, from March 4, 2020 to June 15, 2021. The CAPP and CWWAPP programs offer an opportunity for the SFPUC to greatly assist customers struggling to afford their power, water and wastewater bills.

In early September of 2021, the SFPUC submitted preliminary eligible customer arrearage information to the State. Once the administering agencies reviewed all submitted surveys from participating utilities, they provided further program instructions – including the total funding allocated to each utility – and the SFPUC is in the process of resubmitting arrearage data for a formal application. Total amounts received by the SFPUC may change from the survey and the application if the programs do not have sufficient funding for all utilities that applied, due to changes in account balances as customers pay off debts, or for other reasons related to program administration.

The funds requested by the SFPUC in the survey were:

	<b>Residential</b>	<b>Commercial</b>	<b>Total</b>
<b>CleanPowerSF</b>	\$3,530,731	\$1,827,979	\$5,358,710
<b>Hetch Hetchy</b>	\$480,761	\$1,384,690	\$1,865,451
<b>Water</b>	\$2,955,692	\$911,994	\$3,867,686
<b>Wastewater</b>	TBD	TBD	TBD
<b>Total</b>	<b>\$6,967,184</b>	<b>\$4,124,663</b>	<b>\$11,091,847</b>

Since submitting these surveys in early September 2021, the SFPUC has been notified that all eligible water debt can be covered through CWWAPP funds, with an additional undetermined amount to be allocated to eligible wastewater debt (as mentioned above, the wastewater program will occur after the water program is completed). The State released final allocations to electric utilities for CAPP funds on October 29, 2021. Since the amounts requested by electric utilities exceeded funds available, agencies received only a portion of their requested amounts. CleanPowerSF was allocated

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\$2,423,598 in CAPP funds, while Hetch Hetchy was allocated \$1,218,136.

Based on updated information, the total amount expected from the Water CWWAPP program increased from the original survey amounts. First, due to an error in the report used to identify eligible arrearages, the total amount is higher than originally calculated. Second, as allowed under the CWWAPP program (but not CAPP), the water grant amount includes administrative costs equal to 3% of the overall funding. And third, the SWRCB has clarified that the CWWAPP program will also cover the cost of any discounts applied to any customer bills (both standard low-income programs and emergency COVID-19 programs) which occurred during the eligible bill relief period.

Based on the information received to-date, the updated funds requested by the SFPUC in the final application for water, and the allocated amounts for Hetch Hetchy and CleanPowerSF which will be applied for in full are:

	<b>Res.</b>	<b>Comm.</b>	<b>Discount</b>	<b>Admin</b>	<b>Total</b>
<b>Clean PowerSF</b>	\$2,423,598	\$0	N/A	N/A	\$2,423,598
<b>Hetch Hetchy</b>	TBD	TBD	N/A	N/A	\$1,218,136
<b>Water</b>	\$3,475,965	\$1,664,117	\$1,701,047	\$205,234	\$7,046,363
<b>Total</b>	<b>\$5,899,563</b>	<b>\$1,664,117</b>	<b>\$1,701,047</b>	<b>\$205,234</b>	<b>\$10,688,097</b>

Both the CWWAPP and CAPP applications are expected to be submitted in November or early December 2021. Once applications are submitted, both state departments are expected to process and disburse funds as soon as December 2021. Upon receiving the funds, the agency has 60 days to apply the amounts to eligible customer accounts. Both departments have said water and electric utility funds will be distributed to utilities no later than January 31, 2022.

After being approved via this resolution, the Board of Supervisors must also approve the SFPUC to accept and expend funds for both programs. Due to the short mandatory timeframe to apply funds to customer accounts, as well as the fact that a faster application ensures customers will get the most support (i.e. customers will not have paid down eligible debts), this agenda item is being submitted in advance of the final grant award, with approval to accept an amount “up to” the expected application totals. Once final amounts to be received by the SFPUC are known, we will update the Commission.

**Results of**

A delay or denial in approving this agenda item will prevent the SFPUC

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<b>Inaction:</b>	from distributing funds to pay off eligible customer arrearages, resulting in continued debt owed to the SFPUC and customers not provided with much needed relief.
<b>Recommendation:</b>	SFPUC staff recommends that the Commission adopt the attached resolution.
<b>Attachments:</b>	<ol style="list-style-type: none"><li>1. Grant Budget</li><li>2. Completed CWWAPP Survey</li><li>3. Completed CAPP Survey</li><li>4. CWWAPP Survey Results Presentation by SWRCB</li><li>5. CAPP Program Notice No. 2021-06-E</li></ol>

**PUBLIC UTILITIES COMMISSION**

City and County of San Francisco

RESOLUTION NO. \_\_\_\_\_

WHEREAS, On February 25, 2020, the Mayor declared San Francisco to be in a local state of emergency due to the threat of a novel (new) coronavirus (COVID-19), posing serious health threats to the population. On March 4, 2020, Governor Gavin Newsom declared a state of emergency for all of California to protect against the threat of COVID-19; and

WHEREAS, On March 13, 2020, the Mayor mandated that the San Francisco Public Utilities Commission (SFPUC) suspend shut-offs of water and power service due to late or non-payments and the issuance of associated late penalties and fees; and

WHEREAS, On March 16, 2020, the City's Health Officer issued an order (Health Officer Order No. C19-07) requiring all San Francisco residents to shelter-in-place. Residents were forced to stay at home, resulting in the closure of all nonessential businesses. This order, which was extended through May 31, 2020, put significant economic strain on San Francisco residents; and

WHEREAS, On April 27, 2021, by Resolution No. 21-0063, the San Francisco Public Utilities Commission extended the suspension of shut-offs on water and power service due to late or non-payment and the issuance of associated late penalties and fees through March 31, 2022; and

WHEREAS, COVID-19 has and continues to harm the local and state economies due to job loss, business closure, wage decreases, and other negative economic impacts. These challenges have made it more and more challenging for customers to afford utility bills; and

WHEREAS, As customers struggle to afford utility bills due to this economic hardship cause by COVID-19, there has been a rise in the numbers of total arrearages across all customer types, burdening customers with the financial strain of piling bills and resulting in loss of revenues for the SFPUC; and

WHEREAS, On July 13, 2021, as part of the Fiscal Year 2021-22 State Budget Act (SB 129), \$985 million was appropriated from the Coronavirus Fiscal Recovery Fund, established by the American Rescue Plan Act of 2021, to the State of California Water Resources Control Board (SWRCB) for payments to community water systems and \$1 billion was appropriated from the same Fund to the State of California Department of Community Services (CSD) to electric utilities to forgive residential and commercial customers arrearages that accrued during the COVID-19 pandemic relief bill period (March 4, 2020 through June 15, 2021); and

WHEREAS, On July 16, 2021, as part of Assembly Bill 135, the requirements of the California Arrearage Payment Program (CAPP) were established, and on July 23, 2021, as part of Assembly Bill 148, the requirements of the California Water Wastewater Arrearages Program (CWWAPP) were established; and

WHEREAS, SFPUC submitted surveys to the State in September of 2021 with information on eligible residential and commercial water and electric arrearages; and

WHEREAS, The SFPUC expects to submit a CWWAPP application in November or December 2021 for customer account arrears and discount program funding, and has received preliminary notice it will receive the full amount requested to cover eligible customer water arrearages and bill discounts; and

WHEREAS, The SFPUC expects to submit a CAPP application in November or December 2021 for customer account arrears funding and has been notified that it will receive up to \$2,423,598 for CleanPowerSF and \$1,218,136 for Hetch Hetchy customer arrearages; and

WHEREAS, Once the State agencies have processed the SFPUC applications, funds are expected to arrive by mid-December, with a 60 day window in which they must be dispersed to customers; now, therefore, be it

RESOLVED, That this Commission hereby authorizes the accept and expend up to \$10,688,097 in funds from the Coronavirus Fiscal Recovery Fund, established by the American Rescue Plan Act of 2021, to cover the arrearages for eligible SFPUC Water, Hetch Hetchy Powr, and CleanPowerSF residential and commercial customers accumulated between March 4, 2020 and June 15, 2021, discounts applied to water customer bills during the same time period, and program administration costs.

*I hereby certify that the foregoing was adopted by the Public Utilities Commission at its meeting of November 23, 2021.*

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Secretary, Public Utilities Commission

# **COVID-19 Federal/State Utility Bill Relief Programs**

Erin Franks, Rates Administrator

November 23, 2021

# Background

- California allocated some of its federal coronavirus stimulus funds to utility bill debt relief programs
- Unpaid bills incurred March 2020 – June 2021 eligible

## Water/Wastewater Program

- Administered by State Water Resources Control Board
- Water program happening now
- Water program had enough funds to cover all requested amounts
- Wastewater program launching after water completed

## Power Program

- Administered by Community Services & Development
- Applies to municipal utilities (Hetch Hetchy), Community Choice Aggregators (CleanPowerSF), and investor-owned utilities
- Program was oversubscribed, so only getting about 50% of request



# Expected Funding (\$ Millions)

Enterprise	Res.	Comm.	Discount	Admin	Total
Water	\$3.5M	\$1.7M	\$1.7M	\$0.2M	<b>\$7.0</b>
Wastewater	TBD	TBD	TBD	TBD	<b>TBD</b>
Hetch Hetchy Power	TBD	TBD	N/A	N/A	<b>\$1.2M</b>
CleanPowerSF	\$2.4M	\$0	N/A	N/A	<b>\$2.4M</b>
<b>Total (\$M)</b>	<b>\$5.9M</b>	<b>\$1.7M</b>	<b>\$1.7M</b>	<b>\$0.2M</b>	<b>\$10.7M</b>

- Commercial and Residential amounts applied to customer accounts to pay off delinquent bills
- Discount amount in water applied to customer accounts to offset cost of both normal and emergency discount programs during eligible period

# Next Steps

## Arrearages program:

- December
  - Apply for and disburse funds from Power program
  - Disburse funds from Water program
- Spring: Apply for and disburse funds from Wastewater program
- Outreach to customers on benefits they will receive

## Collections moratorium:

- Extend moratorium until all funds are disbursed
- For customers with remaining unpaid balances
  - Offer enrollment in discount programs and payment plans
  - Restart collections for customers in phased manner in July 2022

**Grant Budget for California Water and Wastewater Arrearage Payment Program (CWWAPP) and  
California Arrearage Payment Program (CAPP)**

	<b>Residential</b>	<b>Commercial</b>	<b>Discounts</b>	<b>Admin</b>	<b>Total</b>
<b>CleanPowerSF</b>	\$ 2,423,598	\$ -	N/A	N/A	\$ 2,423,598
<b>Hetch Hetchy Power</b>	TBD	TBD	N/A	N/A	\$ 1,218,136
<b>Water</b>	\$ 3,475,965	\$ 1,664,117	\$ 1,701,047	\$ 205,234	\$ 7,046,363
<b>Total</b>	<b>\$ 5,899,563</b>	<b>\$ 1,664,117</b>	<b>\$ 1,701,047</b>	<b>\$ 205,234</b>	<b>\$ 10,688,097</b>

Amounts shown are "up to" the amount SFPUC expects to receive. Final allocations will be determined by program rules and updated data on customers' bill payment status.

All "Residential" and "Commercial" totals will be applied to customers' accounts to pay off arrearages.

The "Discounts" amounts will be applied to customer bills to cover the cost of bill discounts already applied during the COVID period.

"Admin" costs will be used to reimburse the SFPUC for costs involved in administering the program.

# State Waterboard California Water and Wastewater Arrearage Payment Program

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**Survey closes 5:00PM September 10, 2021**

**About:** The purpose of this survey is to collect necessary data to allow the State Water Board to (1) determine the extent of Residential and Commercial drinking water arrearages and COVID-19 related water system revenue loss and establish eligibility; (2) collect the necessary paperwork to process direct payments to water systems for Residential and Commercial drinking water arrearages and COVID-19 related water system debt.

The information collected below is meant to reflect COVID-19 related Residential and Commercial customer debt and COVID-19 related revenue loss accrued between 03.04.2020 and 06.15.2021.

The data requested below pertains to the COVID-19 pandemic period between 03.04.2020 through 06.15.2021 and includes any customer billing period that contains these dates.

**Survey Questions & Technical Assistance:** The State Water Board may be able to provide technical assistance to help your water system complete this survey.

- For questions related to individual questions below, please contact the State Water Board at [CommunityWaterSystemsCovidRelief@waterboards.ca.gov](mailto:CommunityWaterSystemsCovidRelief@waterboards.ca.gov) or 916-322-6227 (Monday - Friday, 9am – 5pm).
- For assistance completing the majority of the survey, please submit a Technical Assistance Request Form: [HERE](#); Please email TA request form to [DFA-TARequest@waterboards.ca.gov](mailto:DFA-TARequest@waterboards.ca.gov)
- **IMPORTANT: If your EAR prefill data is missing and/or survey questions are not displaying as you think they should, please scroll to the bottom of the survey and select the "Clear and Reset" button to completely refresh your survey and log out of your account and log back in. This will CLEAR all your inputted answers. We recommend saving your answers outside the survey.**
- **SAVING: To save a partially completed survey, click the "Save and Validate" button at the bottom of the survey. You will see validation**

**errors at the top of the screen, but your answers will be saved, and you can exit the survey.**

- **NOTE: You can return to your home page without saving your current answers by clicking on “Home” in the navigation bar.**

## WATER SYSTEM

Water System No

Water System Name

**0. Please select the option below that best describes your community water system. Most water systems will select option three. ?\***

- [1] Community water system wholesaler that does NOT directly serve Residential or Commercial/Institutional customers.
- [2] Community water system (may include wholesalers) with multiple water systems under the same umbrella organization/legal entity that directly serves Residential and/or Commercial/Institutional customers (an example would be a CPUC regulated company that has multiple systems, or a special district or mutual water corporation that has separate physical water systems etc.).
- [3] A community water system that is not [1] or [2]

**0.1. Would you prefer to complete this survey using aggregated data for all or some of the water systems that are under the same umbrella organization/legal entity? ?\***

- Yes, I would like to complete this survey using aggregated data across the same umbrella organization/legal entity.
- No, I want to complete an individual survey for each community water system I am reporting for.

**0.2. Please provide the name of the umbrella organization/legal entity. ?\***

**0.3. Please use the text box below to provide the PWSIDs for all of the community water systems that are under the same umbrella organization/legal entity. Please separate each PWSID with a semicolon “;” ?\***

**0.4. Please use the text box below to provide the PWSIDs for all of the community water systems that you will be reporting data for in this survey regarding the Community Water System COVID-19 Debt Relief Program. These PWSIDs must be in the field above. You may provide a shorter list of systems here. Please separate each PWSID with a semicolon “;” ?\***

*You may also complete this survey for an individual water system if desired.*

## COVID-19 FINANCIAL IMPACTS

1. Has your drinking water system accrued Residential drinking water arrearages, Commercial drinking water arrearages, and/or COVID-19 related drinking water revenue loss between 03.04.2020 and 06.15.2021? This includes any customer billing period that contains these dates. ?\*

Yes |  No

## CUSTOMERS

2. Does any of the water systems you are reporting for charge customers for water (residential, commercial, industrial, or institutional water customers)? ?\*

Yes |  No

3. Select applicable customer types for the water systems you are reporting for (customer types may vary across the water systems you are reporting for, if a customer type is served by at least one system, it should be included in your answer): ?\*

- Residential
- Non-Residential (typically includes commercial, industrial, institutional customers, etc.)
- Both

3.1 Total number of residential connections across all the water systems you are reporting for: ?\*

148239

3.2 Total number of Non-Residential connections across all the water systems you are reporting for ?\*

28236

3.2.1. Can your water system distinguish between Residential and Non-Residential accounts? ?\*

Yes |  No

*If the answer is "No", please estimate the questions below related to Residential and Commercial Non-Residential accounts, using your best available data.*

3.3 Total Number of Commercial Non-Residential connections across all the water systems you are reporting for? ?\*

16302

## RESIDENTIAL CUSTOMER DEBT

4. Does any of your Residential customer bills across the water systems you are reporting for include any non-drinking water charges (i.e. wastewater, stormwater, electricity, telecommunications, property tax etc.)? ?\*

Yes |  No

4.1 Can your accounting system distinguish between non-payment for drinking water services from non-payment for the other non-drinking water charges for Residential customers? \*

Yes |  No

5. What is the number of active and inactive Residential accounts (single-family, multi-family, and mixed use that include residential) that are currently missing one or more required full or partial bill payment for drinking water services provided during a billing period that includes service from 03.04.2020 through 06.15.2021? This includes any customer billing period that contains these dates \*

6241

*Account that are currently late on their most recent bill should not be included, only those that are missing payments that have resulted in an outstanding balance or unpaid bill as of the last billing period, i.e. "Amount Before Due."*

*If your water system bills residential customers annually or quarterly and cannot provide an exact number of residential accounts in arrears during this timeframe, please provide the number of accounts in arrears after the deadline for your last billing cycle.*

If your answer is 0, please enter "0" into the field below.

5.1 How many of your active and inactive Residential accounts in arrears have a past due balance \$600 or greater for drinking water services provided from 03.04.2020 through 06.15.2021? This includes any customer billing period that contains these dates. \*

1134

*If 0 accounts have a past due balance of \$600 or greater, please enter 0.*

**5.2 Is documented evidence available to support this number of active and inactive Residential accounts that are currently missing one or more required full or partial bill payments for drinking water services provided from 03.04.2020 through 06.15.2021? This includes any customer billing period that contains these dates ?\***

Yes |  No

*Documented evidence must include at a minimum: customer account no., initial missed billing period due date, past due amount, late fee amount, amount requested for payment. The documented evidence can be provided in the following format, with the first being the preferred method: Electronic Spreadsheet, Other type of electronic accounting files, Paper records (e.g., invoices, past-due notices, emails to customers, etc.).*

**6. What is the sum of outstanding, uncollected Residential (single-family, multi-family, and mixed use that include residential) bills for drinking water services provided from 03.04.2020 through 06.15.2021 for both currently active and inactive accounts (DO NOT INCLUDE LATE FEES)? This includes any customer billing period that contains these dates. ?\***

2955692

*If non-drinking water charges are included in the total bill, please provide the total amount of bill debt that includes non-drinking water charges if you are unable to determine the drinking water debt separately.*

*Late fees should not be included in this amount. This information will be collected in question 7 below.*

*If your water system provided customer assistance and bill relief to customers during this time – please do not include that amount in this calculation. You may provide it in question 9 below.*

*If your answer is 0, please enter "0" into the field below.*

**6.1 Please provide the total amount of Residential arrearages for customers that have accrued debt of \$600 or greater for drinking water services provided from 03.04.2020 through 06.15.2021 for both active and inactive accounts? This includes any customer billing period that contains these dates. ?\***

2283593

**6.2 Is documented evidence available to support this sum of outstanding, uncollected Residential bills for drinking water services provided from 03.04.2020 through 06.15.2021 for both currently active and inactive accounts? This includes any customer billing period that contains these dates?** \*

Yes |  No

*Documented evidence must include at a minimum: Customer Account No., Initial missed billing period due date, Past Due Amount, Late Fee Amount, Amount Requested for Payment. The documented evidence can be provided in the following format, with the first being the preferred method: Electronic Spreadsheet, Other type of electronic accounting files, Paper records (e.g., invoices, past-due notices, emails to customers, etc.).*

**7. What is the sum of outstanding, uncollected late fees associated with Residential accounts with outstanding water bills?** \*

0

If your answer is 0, please enter "0" into the field below.

**8. How does your water system primarily track payment and non-payment for Residential water bills? Please select the option below that represents that most common format for the majority of information described above.** \*

- Electronic Database/Software
- Spreadsheet (i.e. Excel, google sheets, etc.)
- Paper files, non-electronic
- No tracking system in place to document Residential payments/non-payments

**9. Can your water system produce a spreadsheet with unique residential account numbers and the total outstanding drinking water debt per account for services provided from 03.04.2020 through 06.15.2021? This includes any customer billing period that contains these dates.** \*

- Yes, this can be completed within a week
- Yes, but it will take 2-3 weeks
- Yes, but will take a month or more
- Yes, but we will require outside assistance
- No, we don't have the information needed to produce this spreadsheet

**10. Does your water system provide payment plans for residential customers in arrears?** \*

Yes |  No

A payment plan is a revised billing solution which can be used when a customer has a temporary/sudden change in financial circumstance.

Examples of payment plans may include:

- Deferred or reduced payments
- Alternative payment schedules
- Revisions on payment agreements

11. Comments on **Residential COVID-related debt (publicly available)**: ?

Total residential debt includes 18 unmetered customers who pay a flat monthly rate for all utilities (water, wastewater, gas, electric), and who are billed outside of the normal water billing system. 30% of their bill is allocable to water, totaling \$28,248 in arrearages.

## COMMERCIAL NON-RESIDENTIAL CUSTOMER DEBT

12. Can your water system distinguish between **Commercial Non-Residential** customers and other Non-Residential customers? ?\*

Yes |  No

*The State Water Board often distinguishes between Commercial and Institutional customer types. For the purposes of the Community Water System COVID-19 Relief Program; “**Commercial Customers**” will include Commercial and Institutional customers: hotels, motels, restaurants, office buildings, government and military facilities, gas stations, hospitals, educational institutions, retail establishments, dormitories, nursing homes, churches, jails, prisons, mental health facilities, addiction recovery centers, farmworker housing, and campgrounds.*

**Other Non-Residential customers**

*include: industrial (manufacturing, chemical, refineries, cooling towers, animal & food processing, etc.); agriculture irrigation (crops, aquaculture, etc.); and landscape irrigation (parks, golf courses, etc.).*

If your answer is “No”, please estimate your responses to the following questions based on your best available information. You may estimate Commercial customers using meter sizes. Meters on Non-Residential customers that are 8 inches or less may be an alternative method for approximating Commercial customers.

13. Does your **Commercial Non-Residential** customer bill include any non-drinking water charges (i.e. wastewater, stormwater, electricity, telecommunications, property tax etc.)? ?\*

Yes |  No

13.1 Can your accounting system distinguish between non-payment for drinking water services from non-payment for the other non-drinking water charges? ?\*

Yes |  No

14. What is the number of active and inactive Commercial Non-Residential accounts that are currently missing one or more required full or partial bill payments for drinking water services provided during a billing period that includes service from 03.04.2020 through 06.15.2021? This includes any customer billing period that contains these dates. \*

901

14.1 How many of your active and inactive Commercial Non-Residential accounts in arrears have a past due balance \$600 or greater for drinking water services provided from 03.04.2020 through 06.15.2021? This includes any customer billing period that contains these dates. \*

173

*If 0 accounts have a past due balance of \$600 or greater, please enter 0.*

14.2 Is documented evidence available to support this number of active and inactive Commercial Non-Residential accounts that are currently missing one or more required full or partial bill payments for drinking water services provided from 03.04.2020 through 06.15.2021? This includes any customer billing period that contains these dates. \*

Yes |  No

15. What is the sum of outstanding, uncollected Commercial Non-Residential bills for drinking water services provided from 03.04.2020 through 06.15.2021 for both currently active and inactive accounts (DO NOT INCLUDE LATE FEES)? This includes any customer billing period that contains these dates. \*

911994

*If non-drinking water charges are included in the total bill, please provide the total amount of bill debt that includes non-drinking water charges if you are unable to determine the drinking water debt separately.*

*Late fees should not be included in this amount. This information will be collected in question 16 below.*

826361

15.1 Please provide the total amount of Commercial Non-Residential arrearages for customers that have accrued debt of \$600 or greater for drinking water services provided from 03.04.2020 through 06.15.2021 for both active and inactive accounts? This includes any customer billing period that contains these dates. \*

15.2 Is documented evidence available to support this sum of outstanding, uncollected Commercial Non-Residential bills for drinking water services provided from 03.04.2020 through 06.15.2021 for both currently active and inactive accounts? This includes any customer billing period that contains these dates. \*

Yes |  No

*Documented evidence may include: Customer account number, initial missed billing period due date, past due amount, late fee amount, and amount requested for payment. The documented evidence can be provided in the following format, with the first being the preferred method: electronic spreadsheet, other type of electronic accounting files, and paper records (e.g., invoices, past-due notices, emails to customers, etc.).*

16. What is the sum of outstanding, uncollected late fees associated with Commercial Non-Residential accounts with outstanding water bills? \*

0

17. How does your water system primarily track payment and non-payment for Commercial Non-Residential water bills? Please select the option below that represents that most common format for the majority of information described above. \*

- Electronic Database/Software
- Spreadsheet (i.e. Excel, google sheets, etc.)
- Paper files, non-electronic
- No tracking system in place to document Residential payments/non-payments

18. Can your water system produce a spreadsheet with unique Commercial Non-Residential account numbers and the total outstanding drinking water debt per account for services provided from 03.04.2020 through 06.15.2021? This includes any customer billing period that contains these dates. \*

- Yes, this can be completed within a week
- Yes, but it will take 2-3 weeks
- Yes, but will take a month or more
- Yes, but we will require outside assistance
- No, we don't have the information needed to produce this spreadsheet

19. Does your water system provide payment plans for Commercial Non-Residential customers in arrears? \*

Yes |  No

A payment plan is a revised billing solution which can be used when a customer has a temporary/sudden change in financial circumstance.

Examples of payment plans may include:

- Scheduled payments
- Monitored payment agreements
- Revisions on payment agreements

20. The Governor's Executive Order on the COVID-19 shut-off moratorium also applied to any business in the critical infrastructure sectors designated by the State Public Health Officer as critical to protect the health and well-being of all Californians that qualifies as a small business under 13 CFR Section 121.201 of the Small Business Administration's regulations. Did your water system extend shut-off protection beyond this to include additional Commercial customers? \*

- No, we only extended shut-off protection to those included in the Executive Order.
- Yes, we extended shut-off protection to some additional commercial customers.
- Yes, we extended shut-off protection to all our commercial customers.

21. Comments on Commercial Non-Residential COVID-related debt (publicly available): 

To exclude ineligible non-residential accounts, we eliminated dedicated industrial, irrigation, and fire protection services.

## WATER SYSTEM COVID-19 RELATED REVENUE LOSS

22. Did your community water system experience COVID-19 related drinking water revenue loss between 03.04.2020 and 06.15.2021? This includes any customer billing period that contains these dates? \*

Yes |  No

Revenue loss includes total drinking water revenue declines when comparing revenues before the COVID-19 pandemic to revenue collected during the COVID-19 pandemic, ending in 06.15.2021.

Revenue declines may be attributed to unpaid customer charges (Residential and Non-Residential) and decreased demand compared to average demand before the COVID-19 pandemic. Community water systems that do not charge customers directly for water may have experienced COVID-19 related revenue declines (i.e. reduced fees, rent, and other sources of income).

23. What was your water system's total 2019 (fiscal or calendar year) revenue?

601075000

[?](#)\*

23.1 Is this for the fiscal or calendar year? [?](#)\*

- 2019 calendar year  
 2019 fiscal year

23.1.1 Please select fiscal year start-date (mm/dd/yyyy) [?](#)\*

07/01/2018

24. What were your total 2019 (fiscal or calendar, consistent with your revenue time period) expenses for operating your drinking water system and maintaining drinking water services? Please exclude any large capital/infrastructure expenses that were made during this time (i.e. construction of a new well). [?](#)\*

540503000

25. Total 2020 (fiscal or calendar year) revenue for all the water systems you are reporting for?\*

633507000

25.1 Is this for the fiscal or calendar year? [?](#)\*

- 2020 calendar year  
 2020 fiscal year

25.1.1 If fiscal year, please select fiscal year start-date (mm/dd/yyyy) [?](#)\*

07/01/2019

26. Please estimate your lost customer derived revenue from 01.01.2021 to 06.15.2021 due to the COVID-19 pandemic for drinking water services. This sum may include unpaid customer charges (Residential and Non-Residential) and decreased demand compared to average demand before the COVID-19 pandemic.. [?](#)\*

20919000

Do not include other revenues such as interest income, depreciation, or any income not directly associated with customers. Do not include any incurred expenses in this calculation.

If you operate on a fiscal year calendar that includes these dates, and this information is included in your response to question 23, please enter 0.

If your water system did not experience any revenue declines during this time period, please enter 0.

27. Approximately how much lost customer derived revenue accrued during the entire COVID-19 pandemic for drinking water services provided from 03.04.2020 through 06.15.2021? This includes any customer billing period that contains these dates. This sum may include unpaid customer charges (Residential and Non-Residential) and decreased demand compared to average demand before the COVID-19 pandemic. ?\*

54644000

Do not include other revenues such as interest income, depreciation, or any income not directly associated with customers. Do not include any incurred expenses in this calculation.

If your water system did not experience any revenue declines during this time period, please enter 0.

28. Comments on COVID-related drinking water system debt (publicly available): ?

Lost revenues includes 1) volume declines compared to pre-COVID averages \* effective rate during fiscal year, 2) unpaid bills for residential and commercial customers, including both water charges and utility users tax, and 3) the value of emergency discount programs implemented for single family residential and commercial customers who lost income due to COVID-19. Note that rates increased by 8.3% for FY 2019-20, and an additional 7.8% in FY 2020-21, so a significant driver of changes in total revenues in questions 23 and 25 is the rate increase. This is also why we calculated lost revenues by multiplying changed volumes by the rates in effect, as this avoids the rate changes which are picked up in total revenues.

## ESTIMATED DRINKING WATER FUNDING REQUEST

29. Based on the information provided in this survey, approximating how much support do you anticipate requesting from this funding program? ?\*

4077150

30. Comments on estimated funding request. ?

Estimated request also includes unpaid bills for service during the eligible period, but which are not yet 60 days past due as of 9/10/2021, for customers who are already delinquent. For example, a customer might have \$600 in the eligible bill period 60 days past due as of 9/10/2021, and also a \$100 bill for usage from June 1-June 30 that is not yet 60 days past due as of the time of this survey due to the timing of the billing cycle and payment due date. We expect that these eligible bills will remain unpaid and 60 days past due at of the time of the application, and so are including them above. This is the \$209,465 difference between the total in questions (6+15) vs. question 29.

31. The information provided in this survey will be used to make important eligibility and allocation decisions for this program, please certify that the information provided is based on your best available information: \* ?

I certify that the information provided in this survey is accurate based on best available

information under penalty of perjury.

32. The State Water Board may be able to provide technical assistance to help your water system complete a funding application when the application window opens. Please select the checkbox below if you are interested in receiving assistance in compiling the application materials to submit an application. 

Technical Assistance Request Form: [HERE](#); Please email TA request form to [DFA-TARequest@waterboards.ca.gov](mailto:DFA-TARequest@waterboards.ca.gov)

## PRE-APPLICATION MATERIALS

In order for the State Water Board to process a payment, your water system must submit the following form which contains your water system's Tax ID.

You may upload the form to this survey if you are able to complete it before the survey deadline. Or you may email it to [WaterSystemsDebtRelief@waterboards.ca.gov](mailto:WaterSystemsDebtRelief@waterboards.ca.gov) if you cannot complete it by the survey deadline.

33. Tax filing status for the umbrella organization/legal entity you are reporting aggregated data for: \*

Non-Government

Government

34. You must download and complete the form provided below. 

[https://fiscal.ca.gov/wp-content/uploads/2019/08/GovtTINForm\\_000.pdf](https://fiscal.ca.gov/wp-content/uploads/2019/08/GovtTINForm_000.pdf)

Completed and signed forms must be emailed to [communitywatersystemscovidrelief@waterboards.ca.gov](mailto:communitywatersystemscovidrelief@waterboards.ca.gov)

This form must be physically signed by your water system's authorized signatory – Administrative Contact: or authorized fiscal representative. The authorized signatory or authorized fiscal representative is required to provide a wet signature (physically sign) the form and attach a copy of the form. Forms with electronic signatures will not be accepted.

Question	Response
As a reminder, please complete and upload the Attestation to co...	I attest that I have completed this survey honestly and truthfully, a...
Priority Group #1: Active Residential Customers with Arrearages a...	0
10. As of August 15, 2021, please provide the total aggregate past...	0
Priority Group #2: Active Residential Customers with Arrearages 1...	389
12. As of August 15, 2021, please provide the total aggregate pas...	477712
Priority Group #3: Inactive Residential Customers with Arrearages ...	15
14. As of August 15, 2021, please provide the total aggregate past...	3049
Priority Group #4: Commercial Customers with Arrearages 15 . As ...	649
16. As of August 15,2021, please provide the total aggregate past ...	1384960
1. What is the name of your energy utility?	San Francisco Public Utilities Commission
2a. Please indicate if your energy utility is a:	Public Utility Company
3. What energy utility service(s) does your utility provide?	Both Natural Gas and Electricity
4. Does your energy utility provide other utility services in additio...	Yes
5. Please select all other utility services offered in the following list	Water Sewer Stormwater
Total Residential and Commercial Energy Accounts 6a. As of Augu...	1242
6b. As of August 15, 2021, please provide the total number of acti...	1560
Total Residential and Commercial Accounts in Arrears 7a. As of Au...	404
7b. As of August 15, 2021, please provide the total number of acti...	649
Total Arrearages 8a. As of August 15, 2021, please provide the tot...	480761
8b. As of August 15, 2021, please provide the total past due balan...	1384690

# Drinking Water Arrearage Survey Results

September 16, 2021

Division of Drinking Water  
Needs Analysis Unit



# PREPARED BY

Division of Drinking Water  
**Needs Analysis Unit**

Kristyn Abhold

Jeffrey Albrecht

William Allen

Hee Kyung Lim

David Leslie

Bansari Tailor

# CONTENTS

1. Survey Results from Responders (Slide 9)
2. Estimating Arrearages for Non-Responders (Slide 52)
3. Program Funding Allocation (Slide 63)



## About the Drinking Water Arrearage Survey

- In July 2021 the State Water Board received \$985 million for a Water and Wastewater Arrearage Payment Program.
  - The Program prioritizes meeting drinking water arrearage needs first, followed by wastewater if sufficient funds are available.
- Legislation required the State Water Board to survey community water systems (CWSs) to determine statewide arrearage needs and use this information to determine an allocation formula.
- The State Water Board launched the Drinking Water Arrearage Survey on August 11, 2021 to collect this information.

# Drinking Water Arrearage Survey Outreach

- Open to **2,871(44)** Community Water Systems for **30 days**.
- State Water Board emailed CWS contacts **6** times about the survey through listserv and hosted **3** informational webinars and **1** Q&A session.
- Direct outreach to systems was conducted by:
  - 2 DDW Arrearage Units & All District Staff
  - LPA Staff
  - 3 Technical Assistance Organizations
- Approximately **2,504 (87%)** systems contacted directly (phone or email). Not 100% because staff did not reach out to systems that had completed survey or systems that don't charge for water.

# Drinking Water Arrearage Survey Technical Assistance

- The State Water Board approved a total of **93** technical assistance requests (28 were received 9/7 through 9/10).
- Of the 93 technical assistance requests, **88 (95%)** had surveys submitted by the deadline.
- There were **5** that unfortunately did not submit the survey. Of the five systems that didn't submit, only **1** system charges for water.

# Summary of Drinking Water Arrearage Survey Results

## PARTICIPATION

CWS Completed Survey:  
**2,293 out of 2,844 (80.62%)**

CWS Completed Survey that Charge for Water:  
**1,845 out of 2,128 (86.70%)**

CWS Non-Responders that Charge for Water: **283 out of 2,128 (13.30%)**

## ARREARAGES

Total Reported Arrearages:  
**\$315,400,661**

Total Reported Late Fees: **\$16,009,161**

***Estimated*** Arrearages for Non-Responders: **\$8,320,000**

Total ***Estimated*** Need with Admin Costs (late fees *excluded*): **\$333,186,952**

# Drinking Water Arrearage Survey Analysis

For the purpose of the analysis, there were a handful of survey responders and non-responders that DDW staff are reaching out to in order to address data inconsistencies.

- 10 systems responded to the survey and were excluded from the analysis due to data inconsistencies.
- 11 systems did not respond to the survey, but may be included in future analysis after outreach concludes.

# 1. SURVEY RESULTS FROM REPORTERS



# Contents

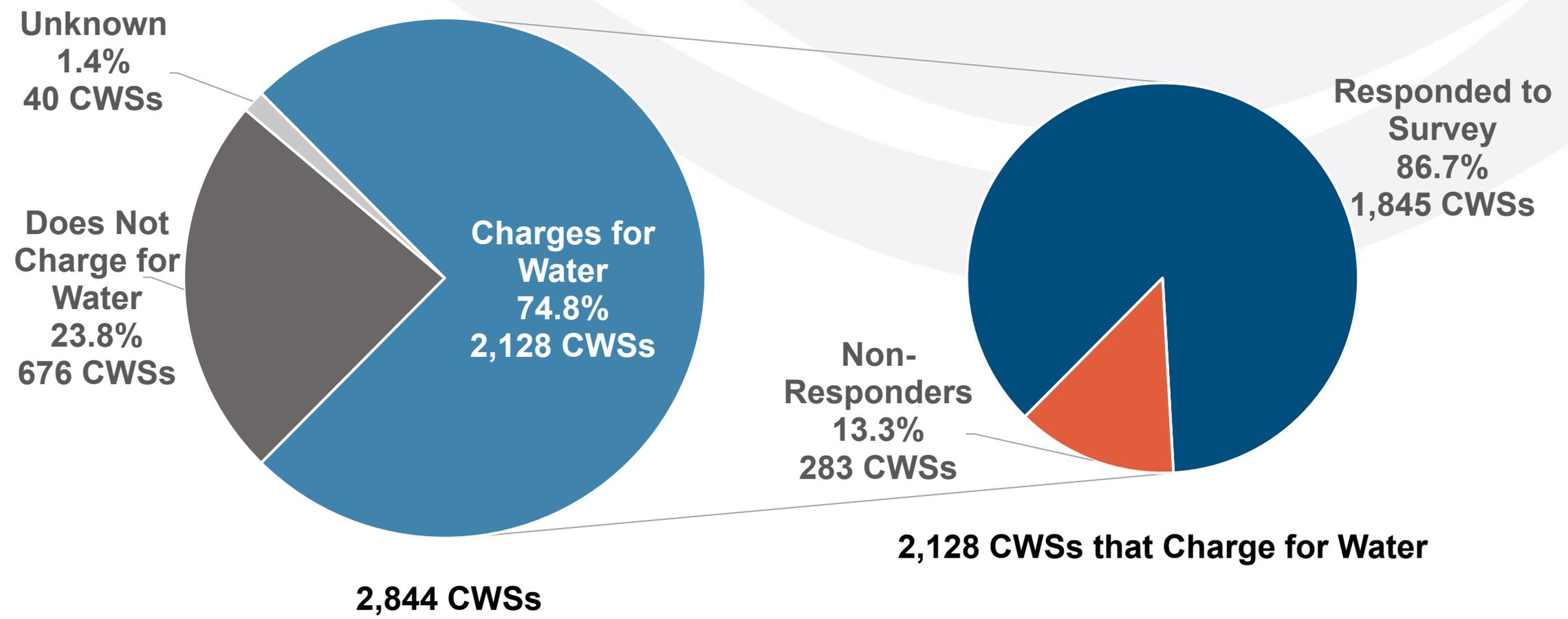
- **Survey Participation** (Slide 11)
- **Reported Accounts in Arrears** (Slide 17)
- **Reported Arrearages – Excluding Late Fees** (Slide 23)
- **Reported Arrearages – Including Late Fees** (Slide 28)
- **Payment Plans & Shut-Off Protection** (Slide 33)
- **Available Documentation & Arrearage Reporting Information** (Slide 37)
- **Reported Revenue Loss** (Slide 48)



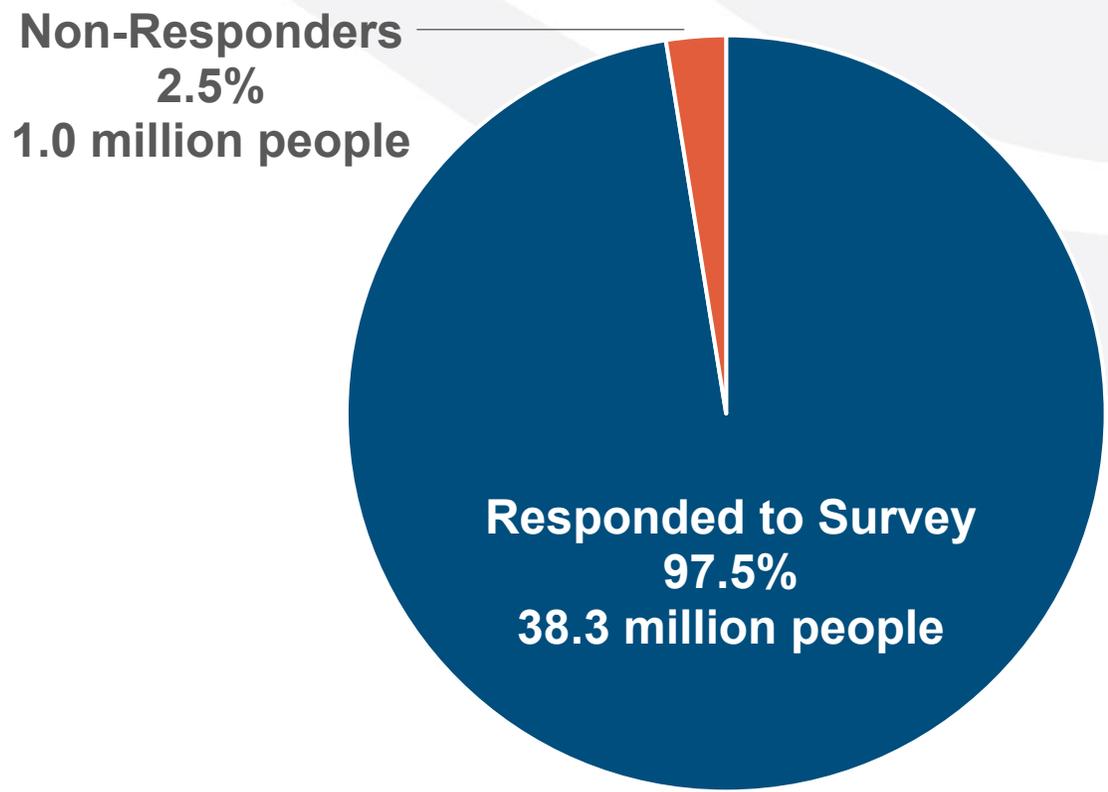
**DATA  
ANALYSIS**

# Survey Participation

# Survey Completion: CWSs that Charge for Water

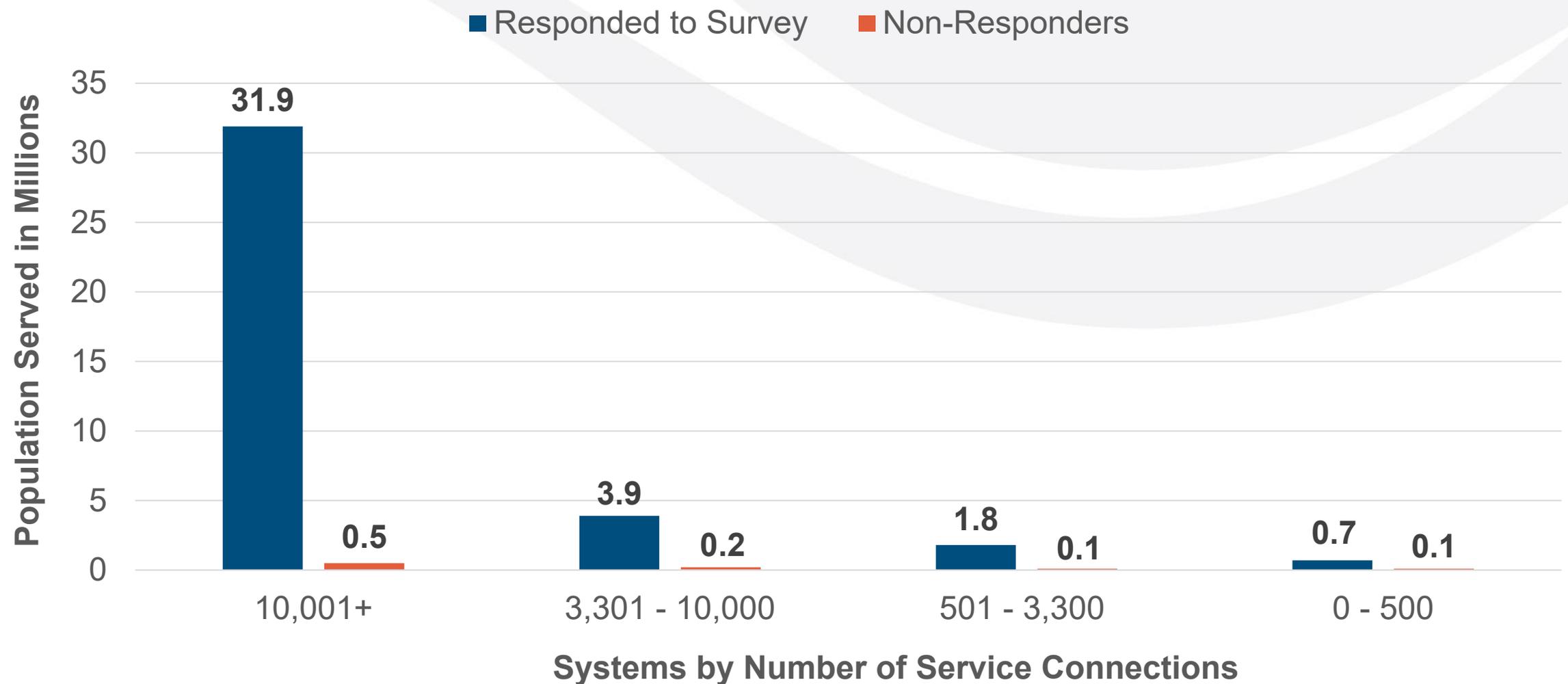


# Survey Completion: Population of CWSs that Charge for Water



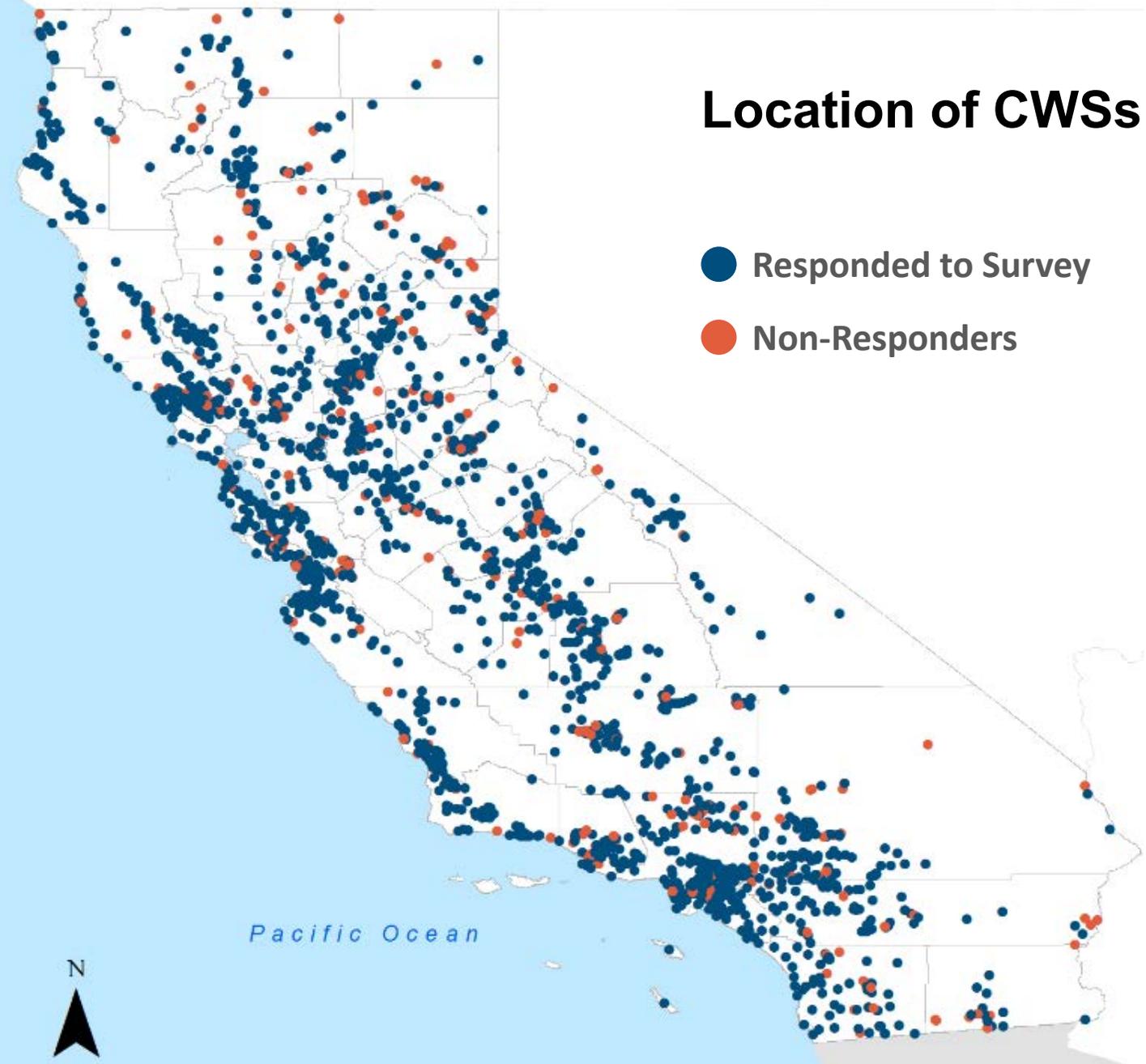
**2,128 CWSs that Charge for Water**

# CWSs (that charge for water) Survey Responders by Population Served



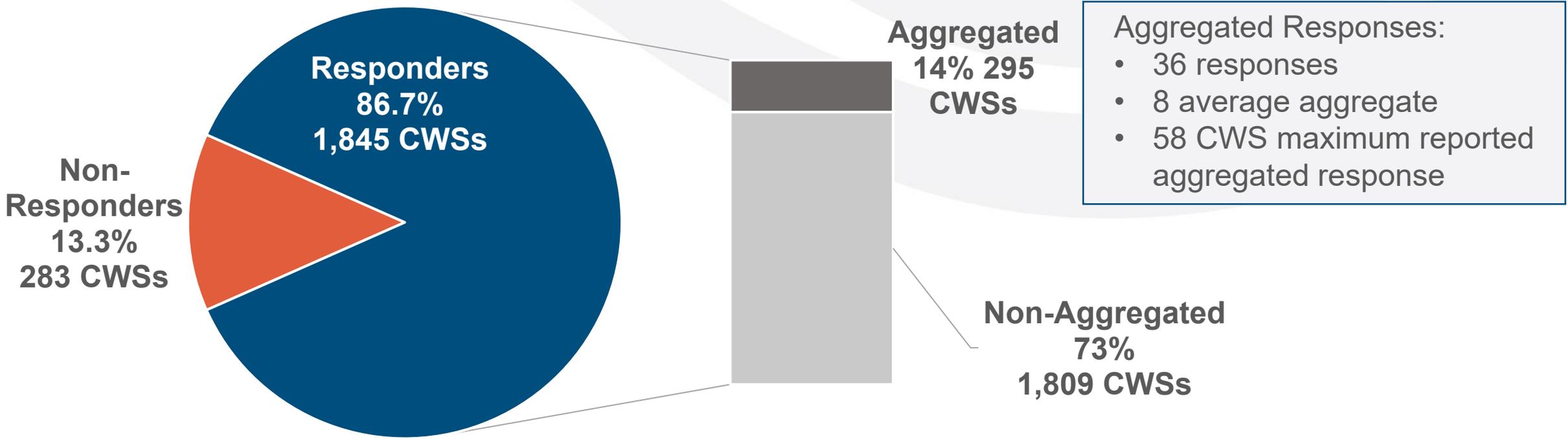
# Location of CWSs that Charge for Water

- Responded to Survey
- Non-Responders



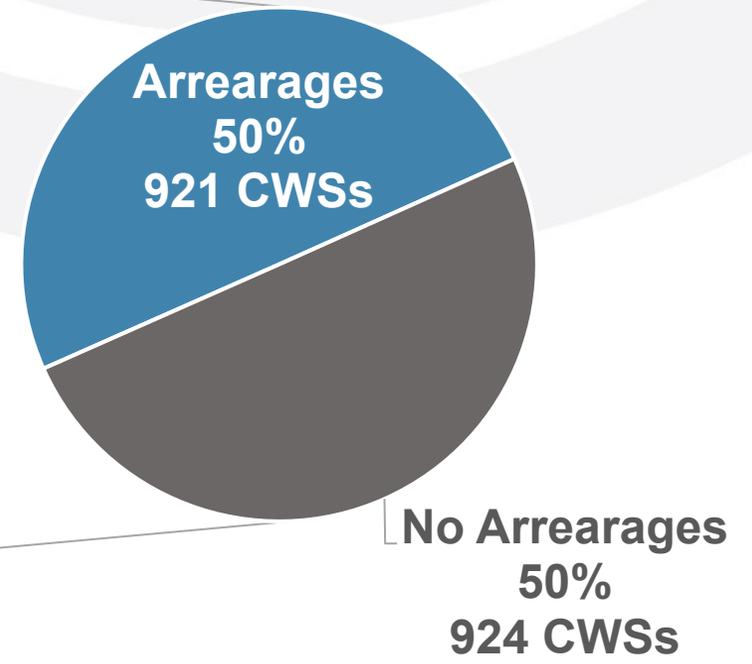
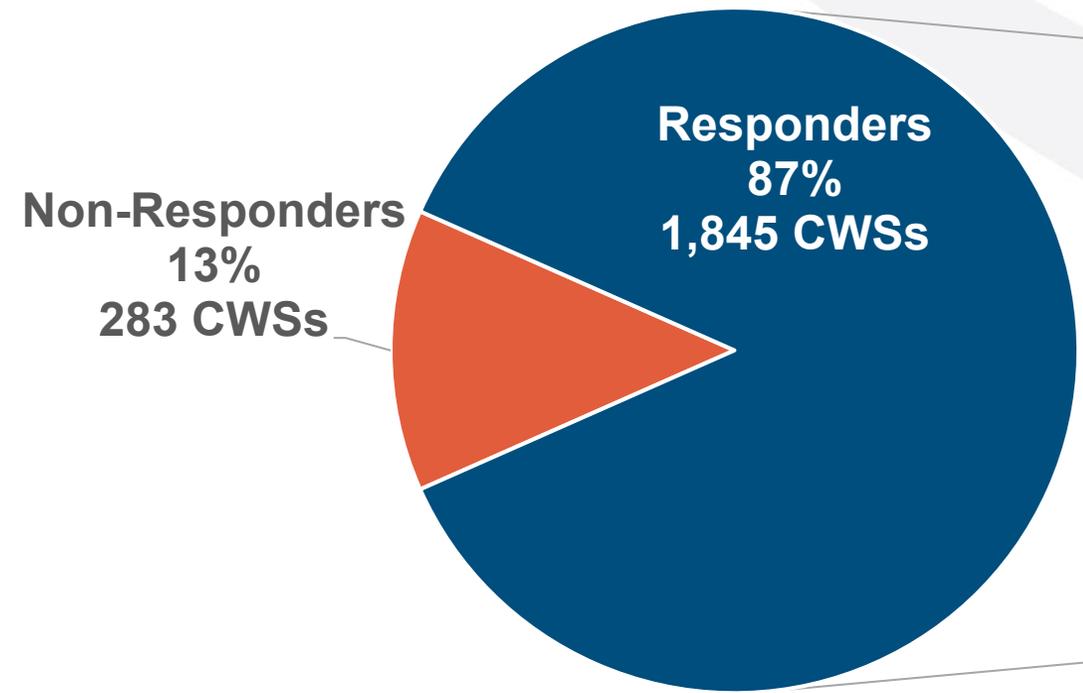
*Approximately 45 community water systems are not included due to insufficient location data.*

# Survey Responders that Charge for Water: Number of Aggregated Survey Responses

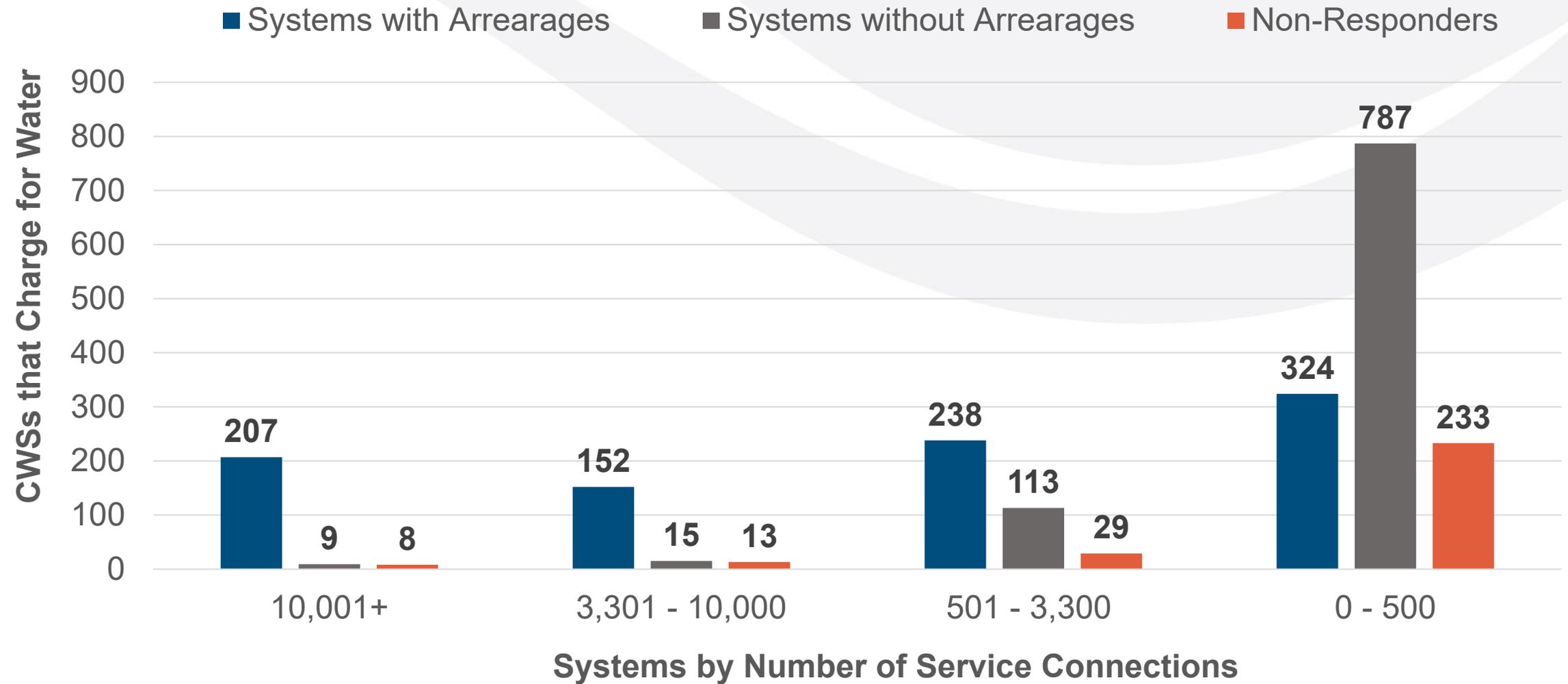


# **Reported Accounts in Arrears**

# Survey Responders that Charge for Water & Reported Arrearages

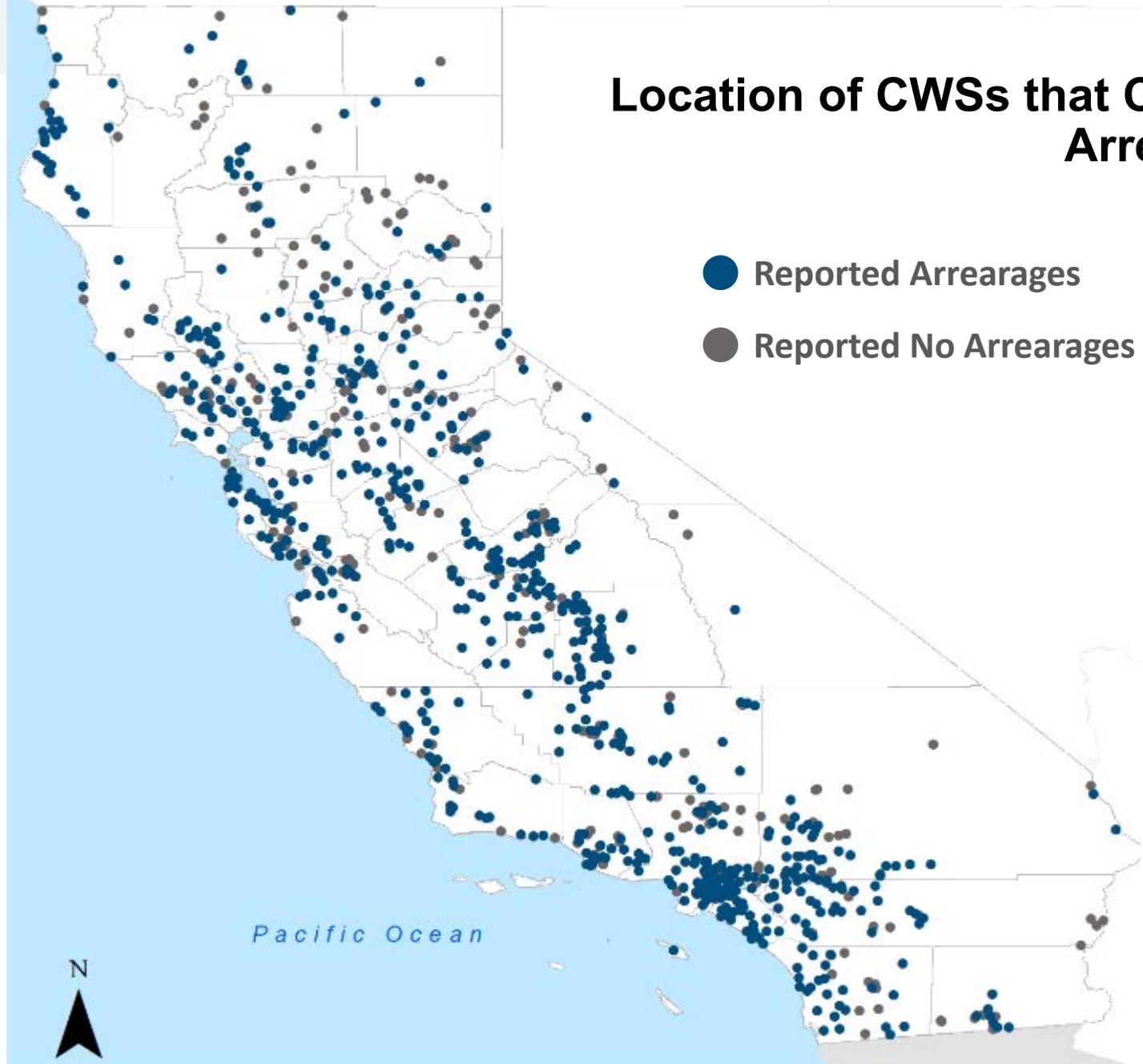


# Survey Responders that Charge for Water & Reported Arrearages



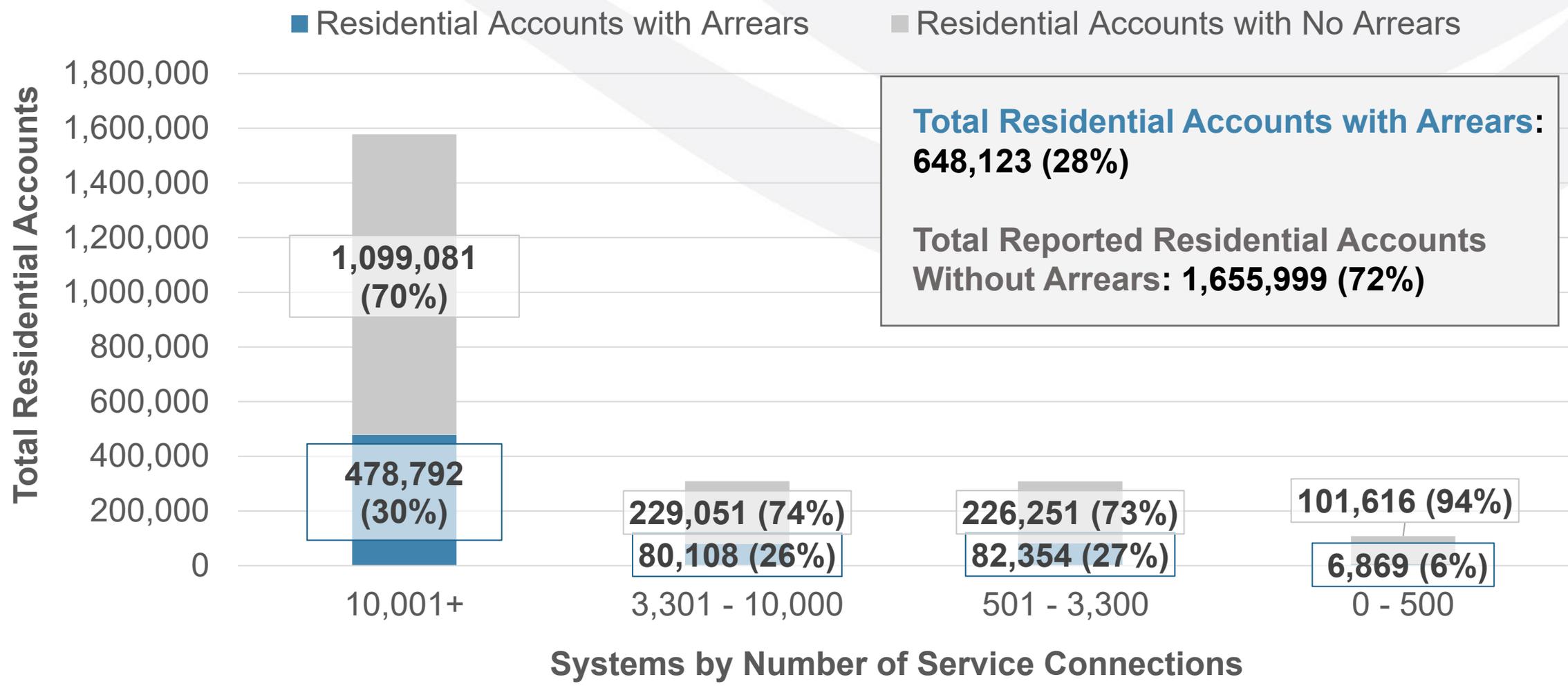
# Location of CWSs that Charge for Water & Reported Arrearages

- Reported Arrearages
- Reported No Arrearages

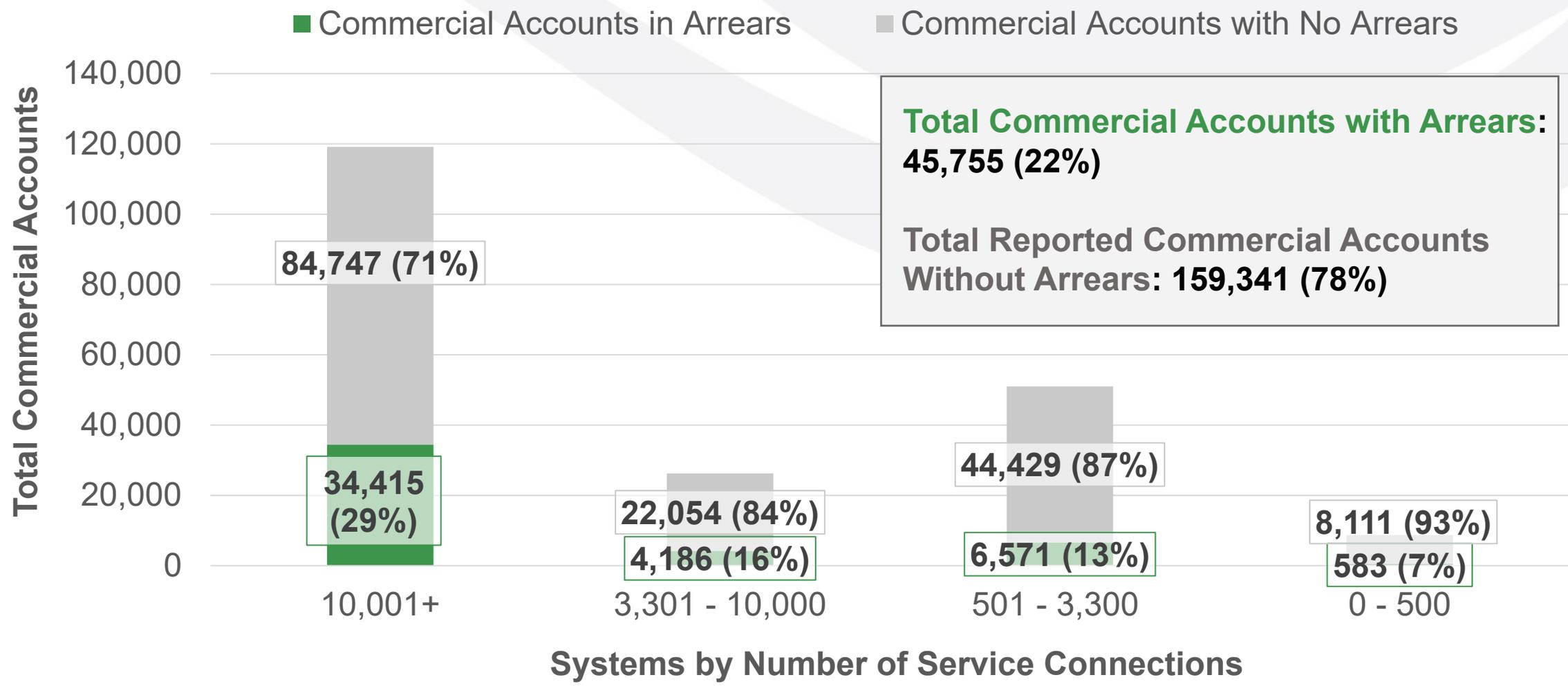


*Approximately 45 community water systems are not included due to insufficient location data.*

# Reported Residential Accounts in Arrears



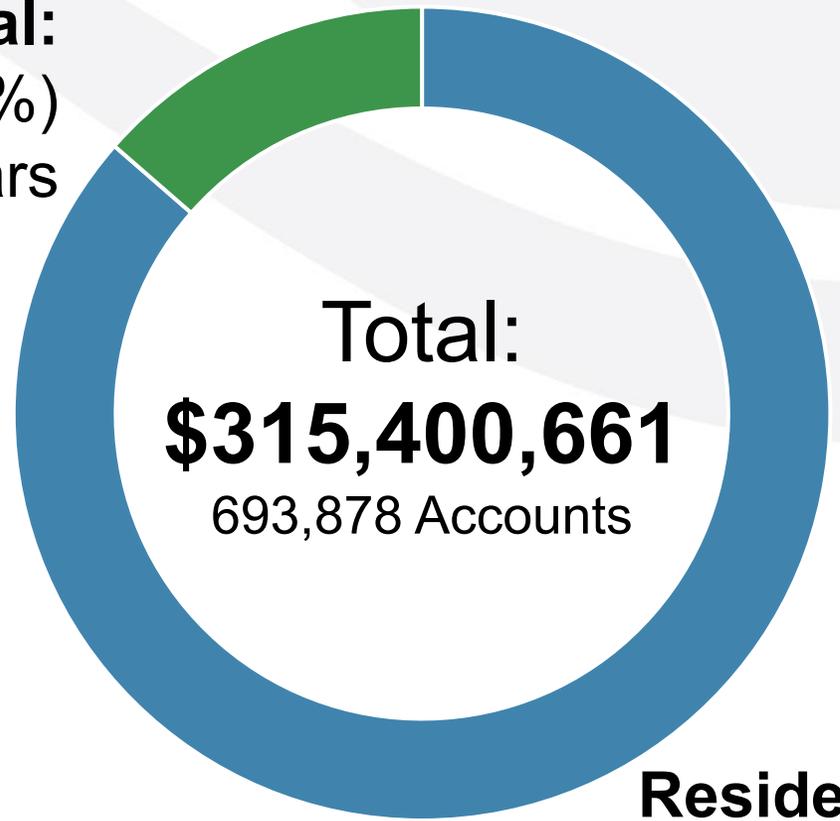
# Reported Commercial Accounts in Arrears



# **Reported Arrearages Excluding Late Fees**

# Survey Responders that Charge for Water: Total Residential & Commercial Arrearages (late fees excluded)

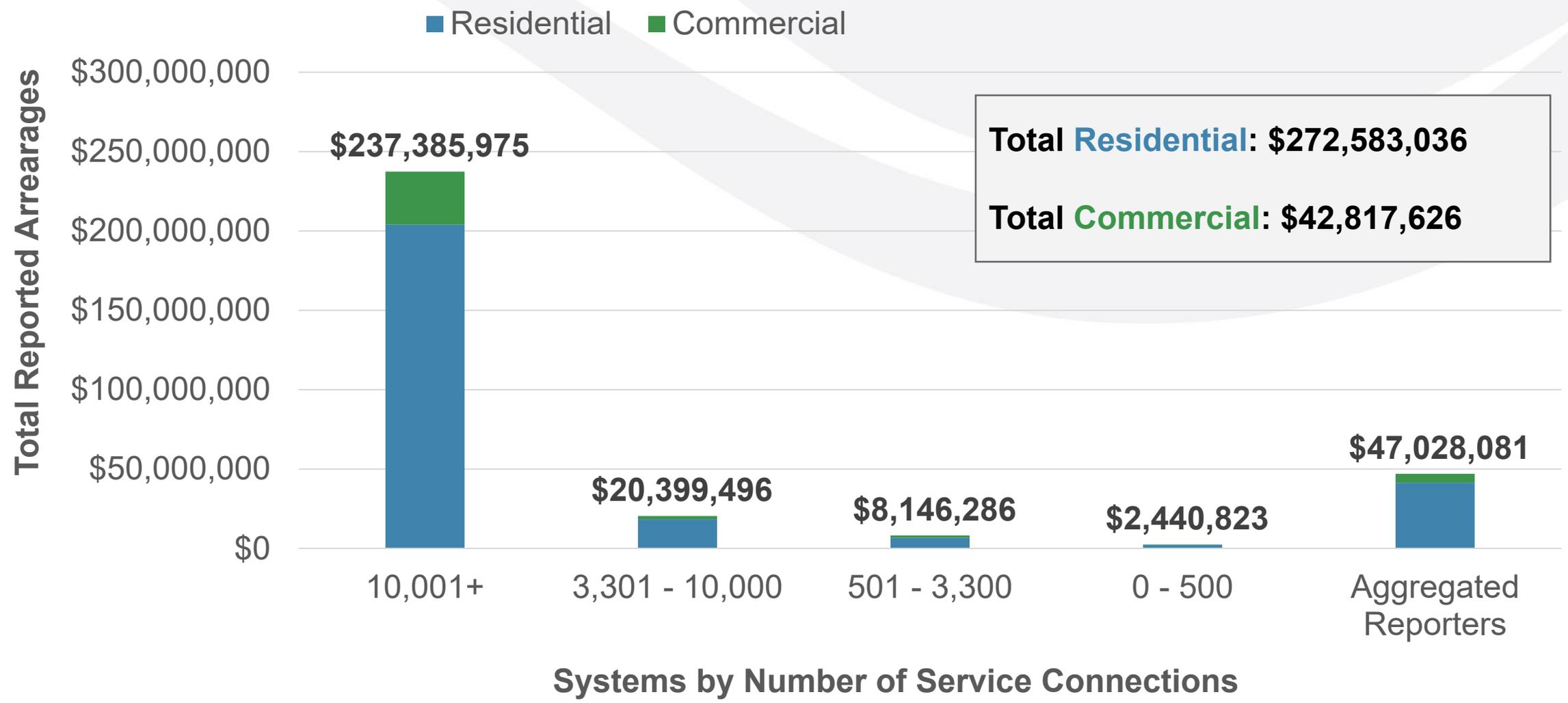
**Commercial:**  
\$42,817,626 (14%)  
45,755 (7%) Accounts in Arrears



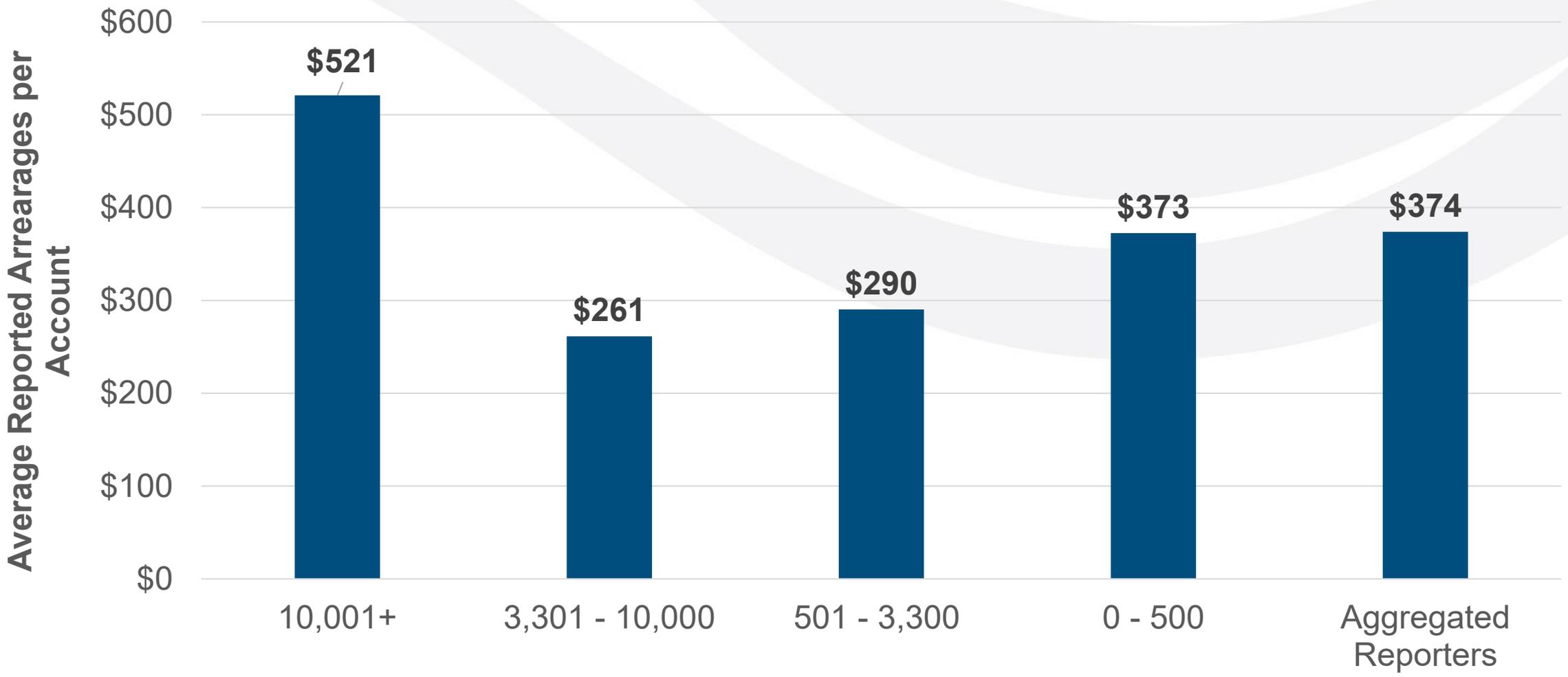
**Total:**  
**\$315,400,661**  
693,878 Accounts

**Residential:**  
\$272,583,036 (86%)  
648,123 (8%) Accounts in Arrears

# Survey Responders that Charge for Water: Total Residential & Commercial Arrearages Reported by System Size (late fees excluded)

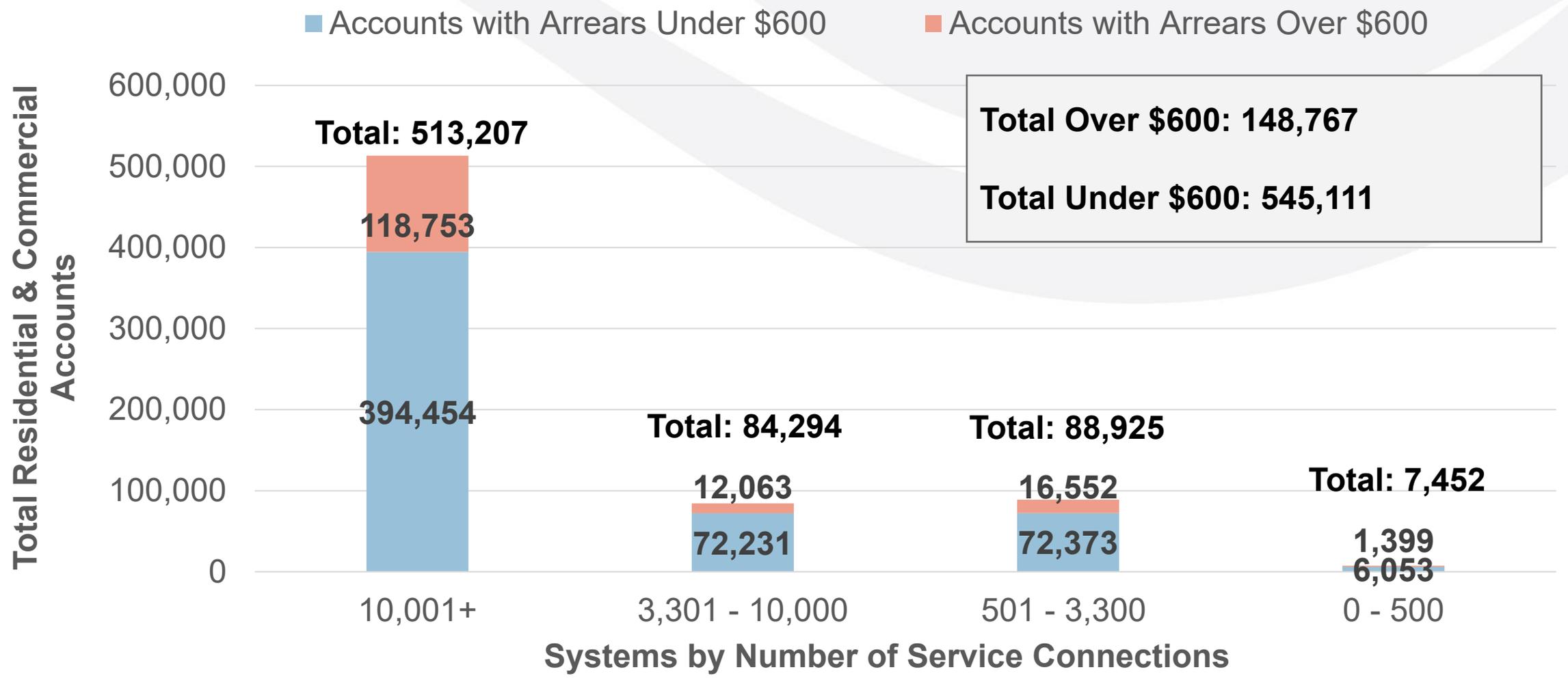


# Average Total Arrearage per Account for Reporters

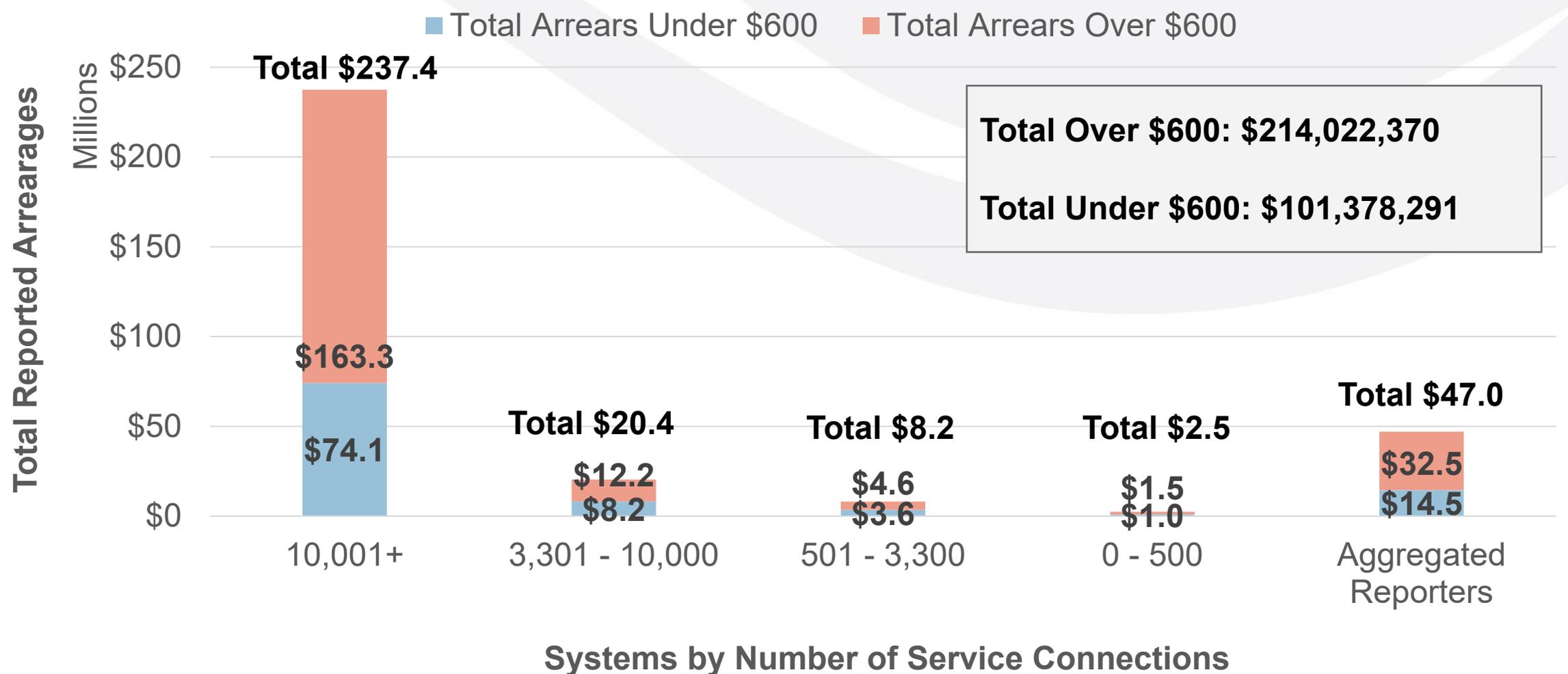


Systems by Number of Service Connections

# Survey Responders that Charge for Water: Total Residential & Commercial Accounts with Arrearages Over/Under \$600 by Number of Service Connections (*late fees excluded*)

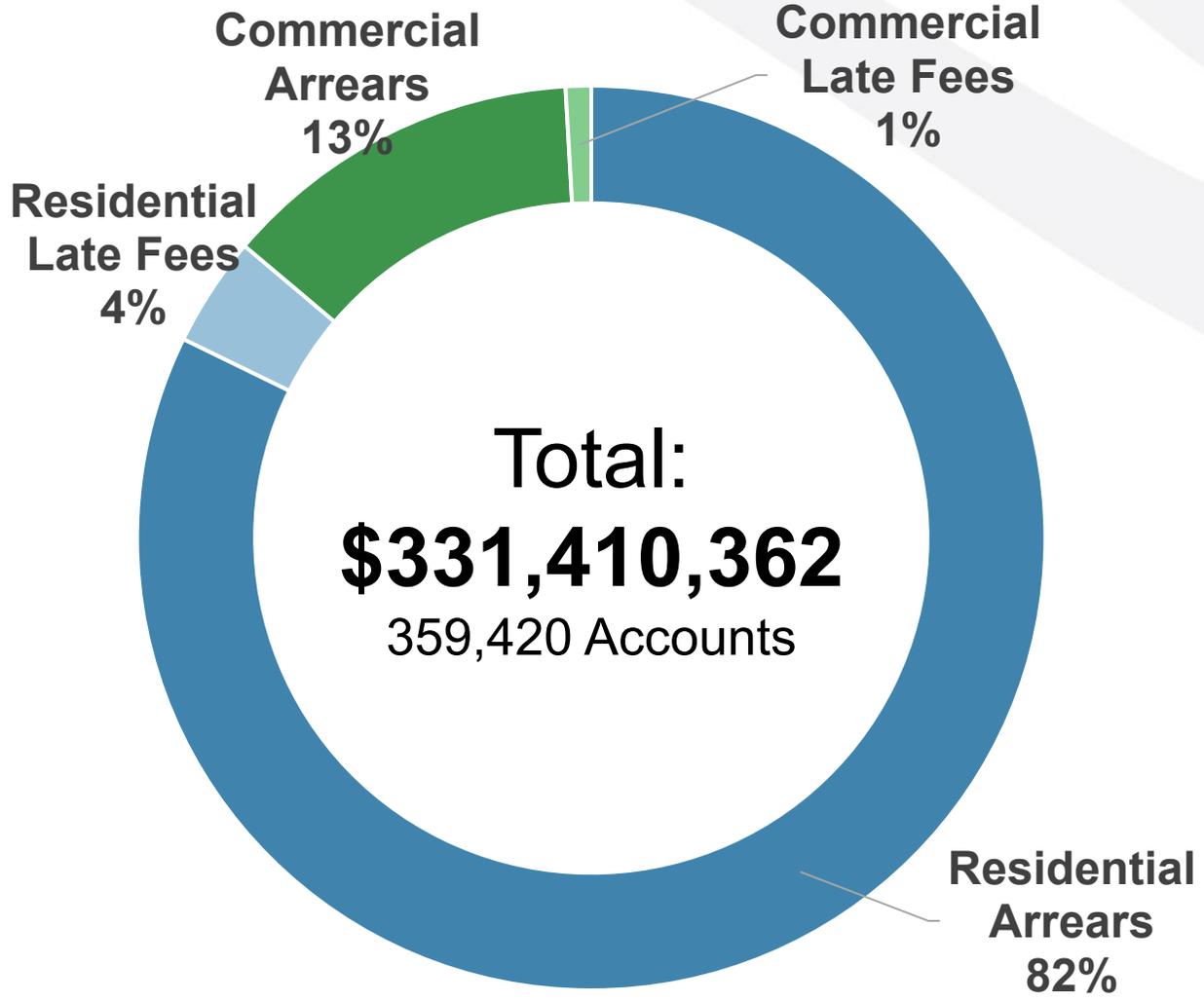


# Survey Responders that Charge for Water: Total Residential & Commercial Arrearages Over/Under \$600 by Number of Service Connections (*late fees excluded*)



# **Reported Arrearages Including Late Fees**

# Survey Responders: Total Residential & Commercial Arrearages (late fees included)



**Total Commercial:**  
\$45,818,996 (14%)  
45,755 (7%) Accounts in Arrears

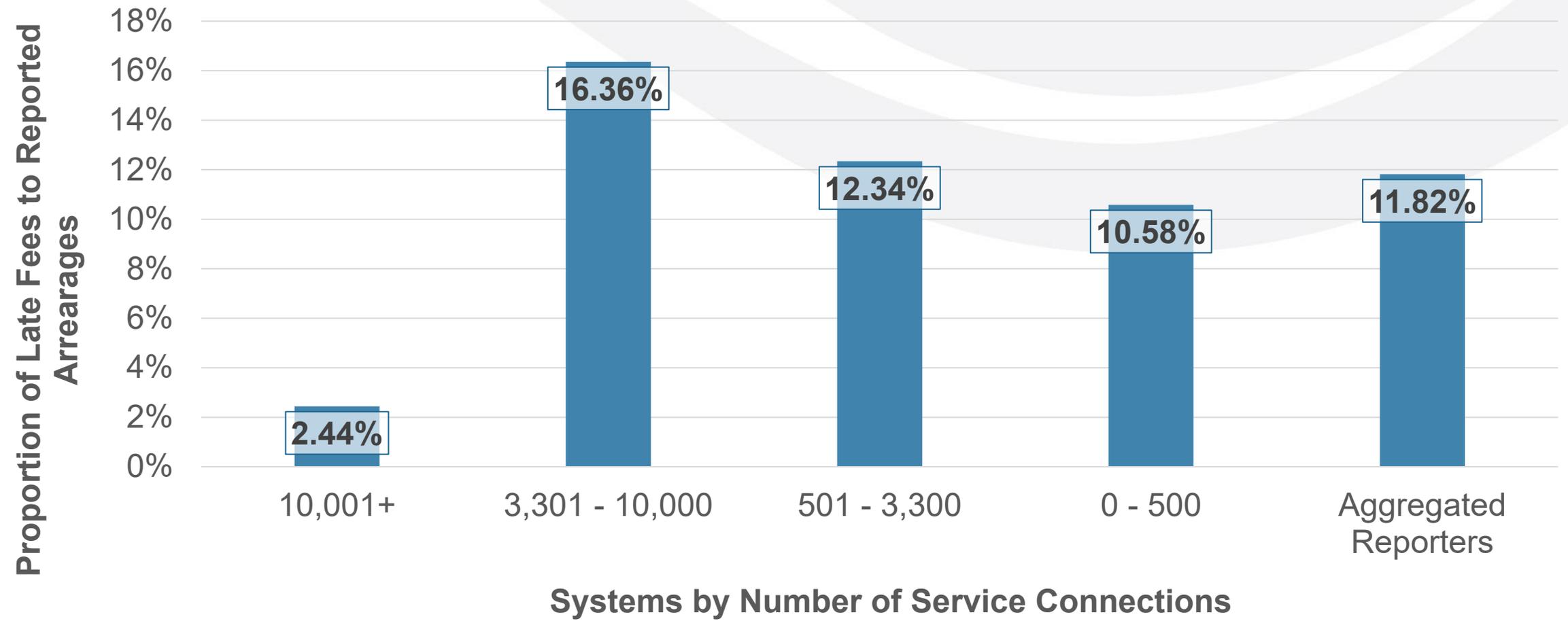
**Total Residential:**  
\$285,591,366 (86%)  
648,123 (8%) Accounts in Arrears

# Survey Responders: Total Residential & Commercial Arrearages with Late Fees

- Residential Arrearages
- Commercial Arrearages
- Residential Late Fees
- Commercial Late Fees



# Survey Responders: Proportion of Total Residential & Commercial Late Fees to Reported Arrearages

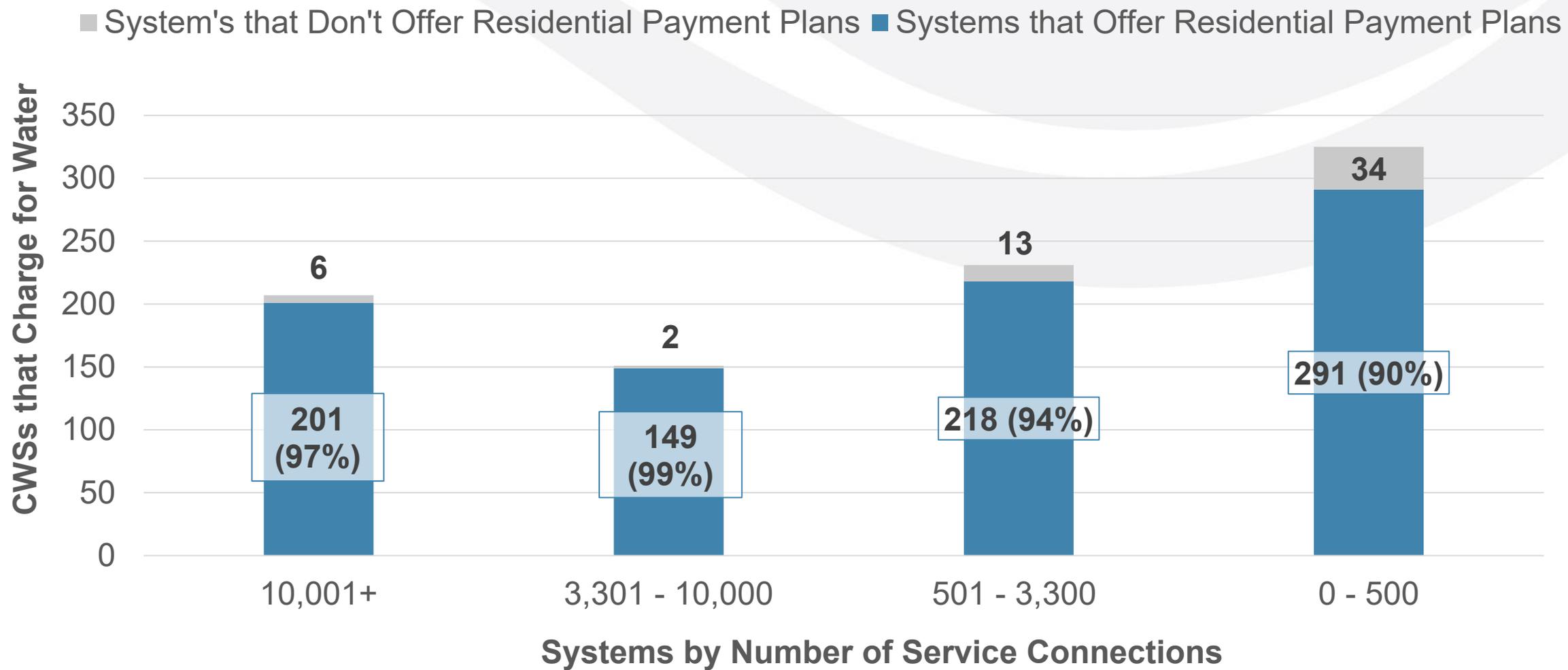


## Survey Responders: Proportion Range of Total Late Fees to Reported Arrearages

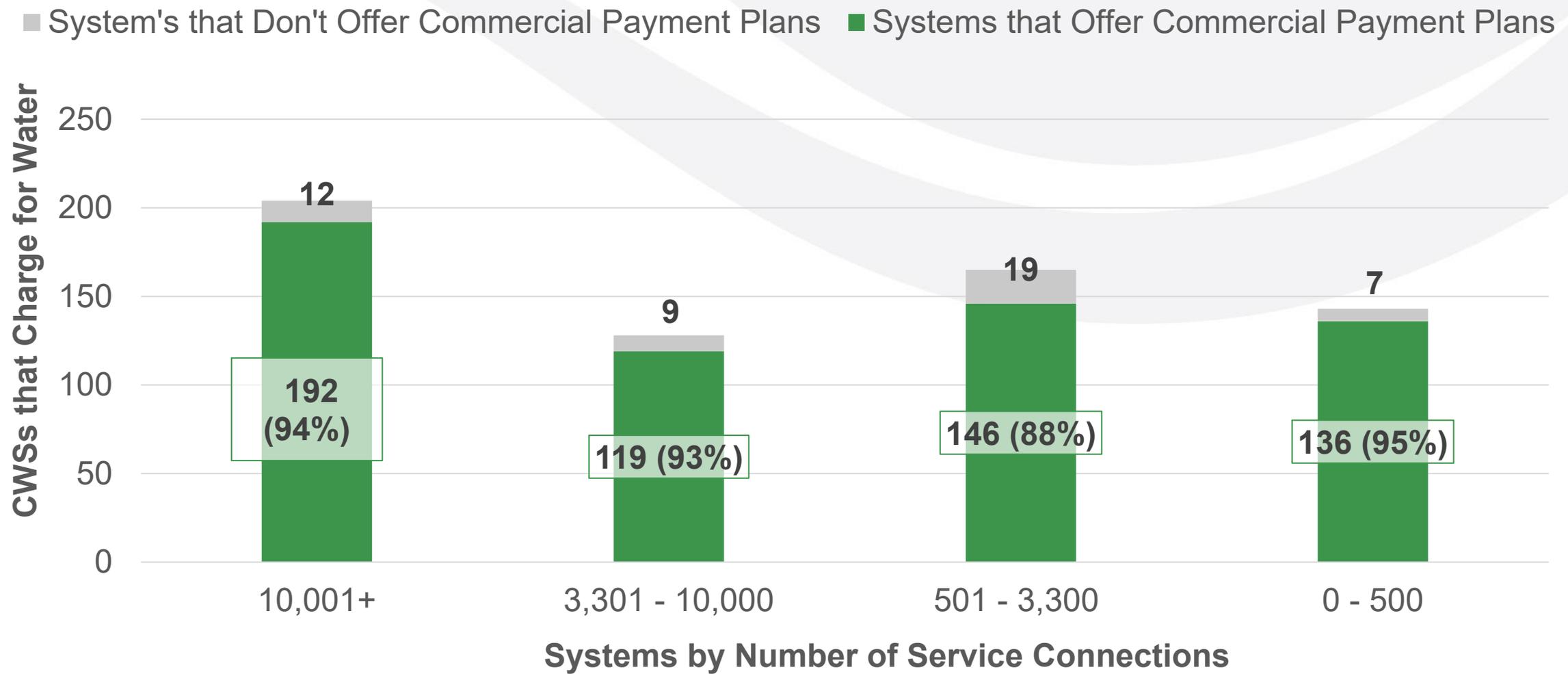
<b>Avg. Late Fee</b>		<b>Range</b>
57.30%		0.3 – 2,812.50%
<b>After filtering out over 100%</b>		<b>Range</b>
25.55%		0.3 - 100%

# **Payment Plans & Shut-Off Protection**

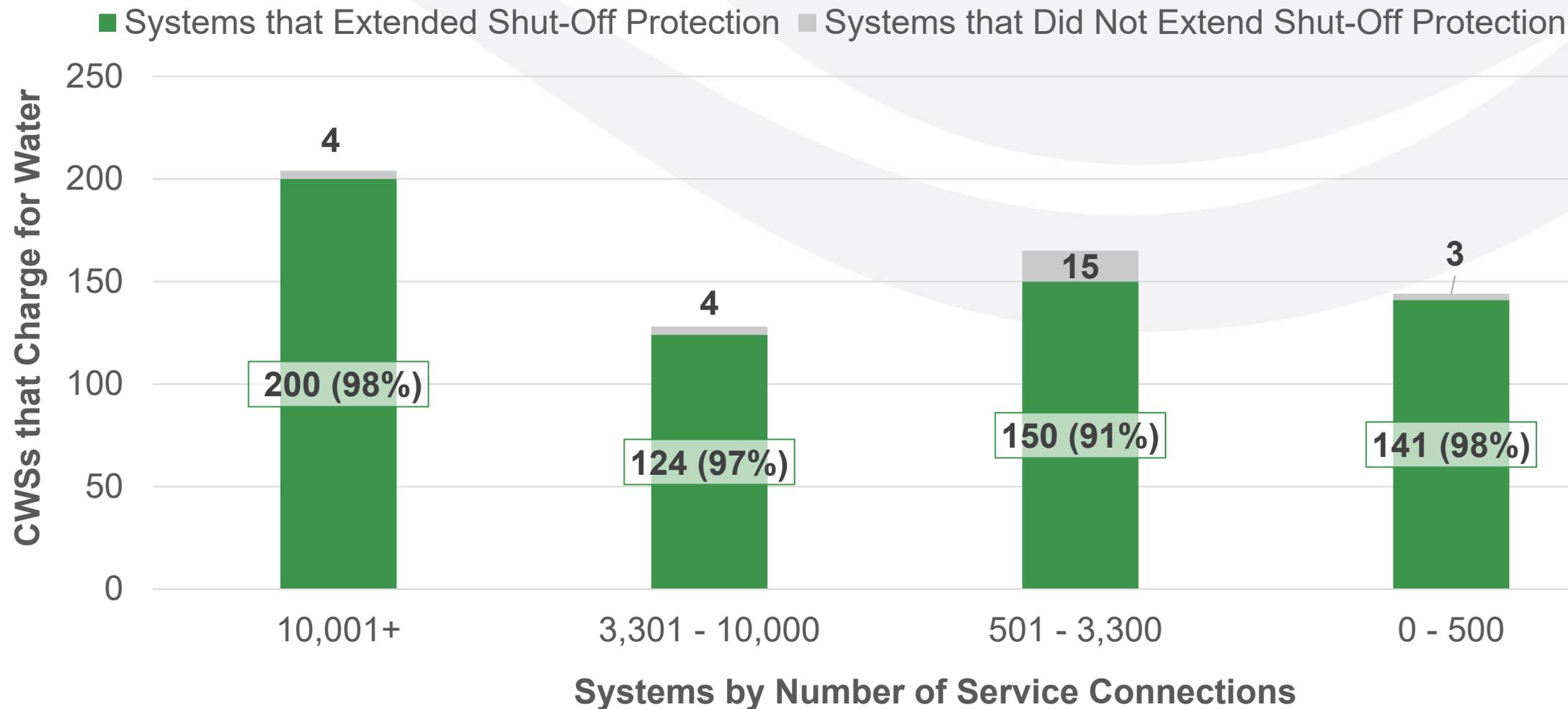
# Survey Responders that Charge for Water & Reported Arrearages: Number of Systems that Offer Residential Payment Plans



# Survey Responders that Charge for Water & Reported Arrearages: Number of Systems that Offer Commercial Payment Plans

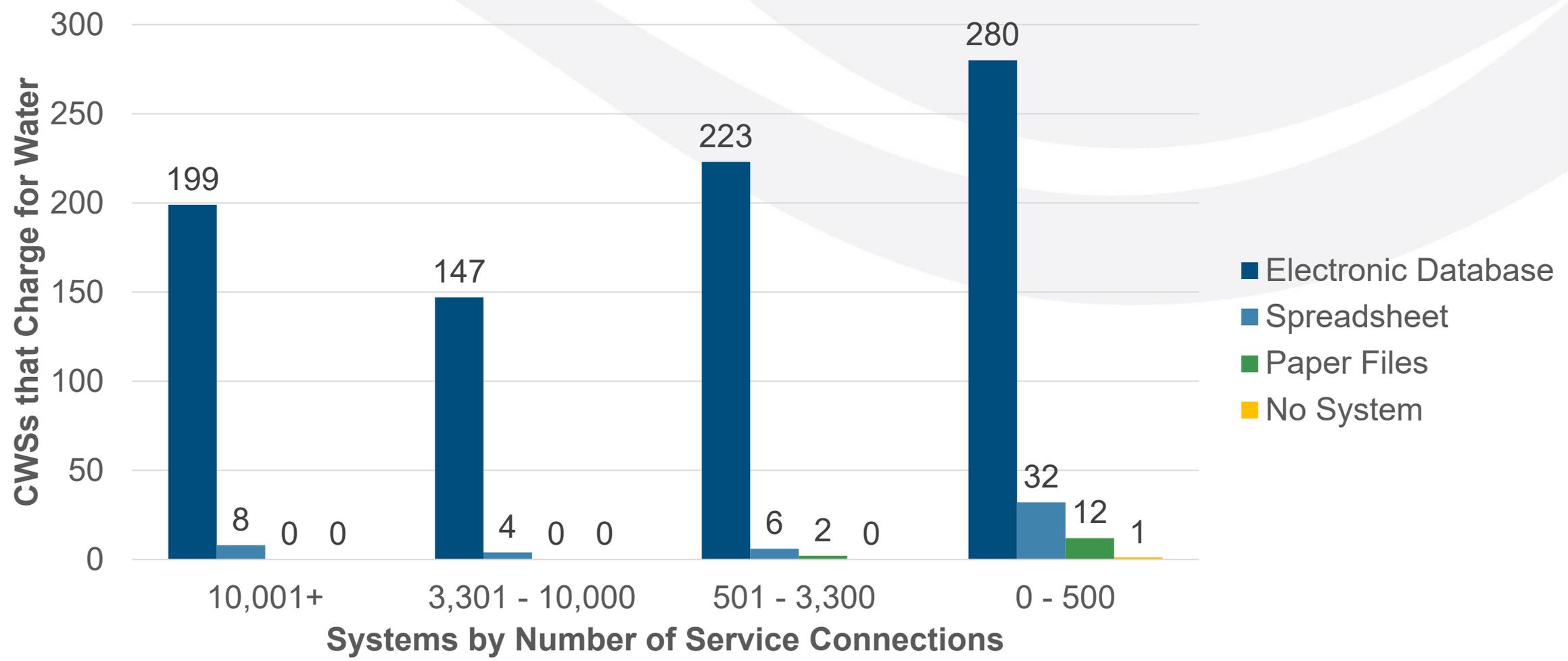


# Survey Responders that Charge for Water & Reported Arrearages: Number of Systems that **Extended Shut-Off Protection to Additional Commercial Customers**

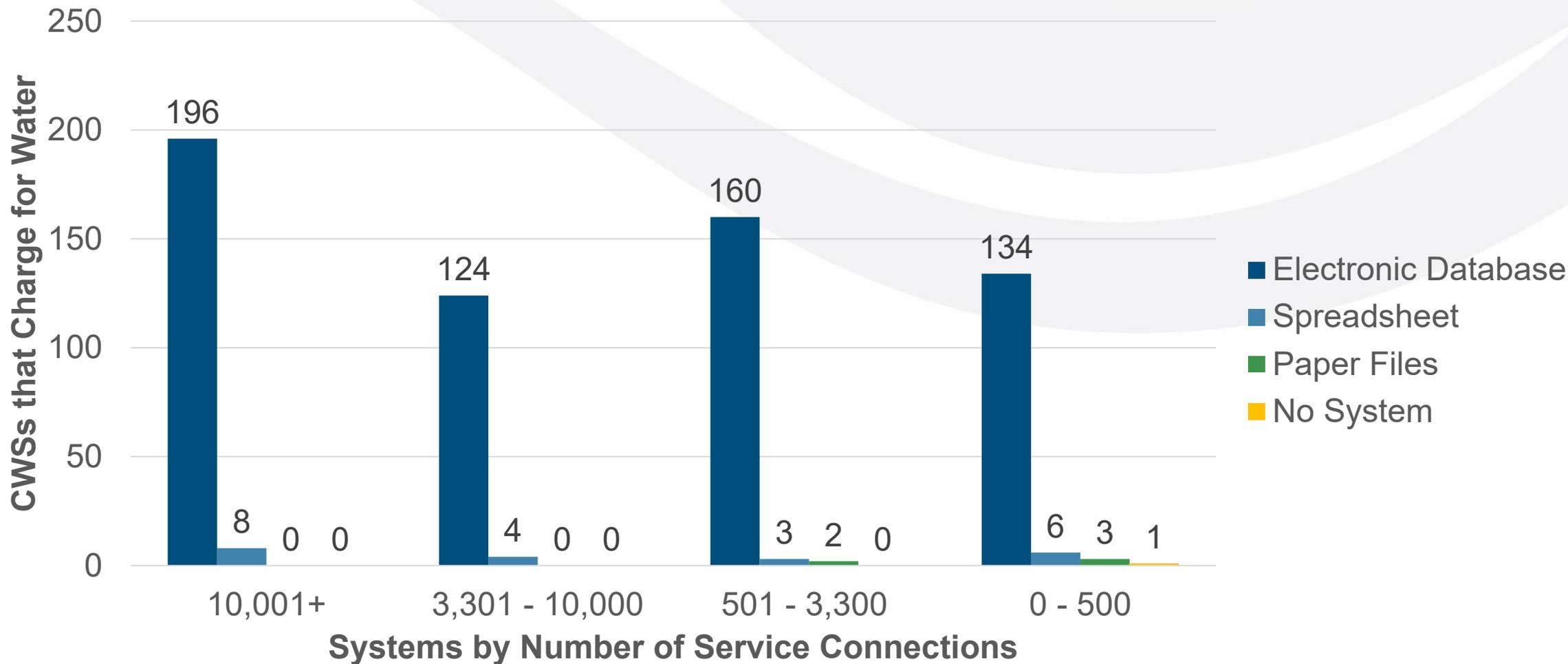


# **Available Documentation & Arrearage Reporting Information**

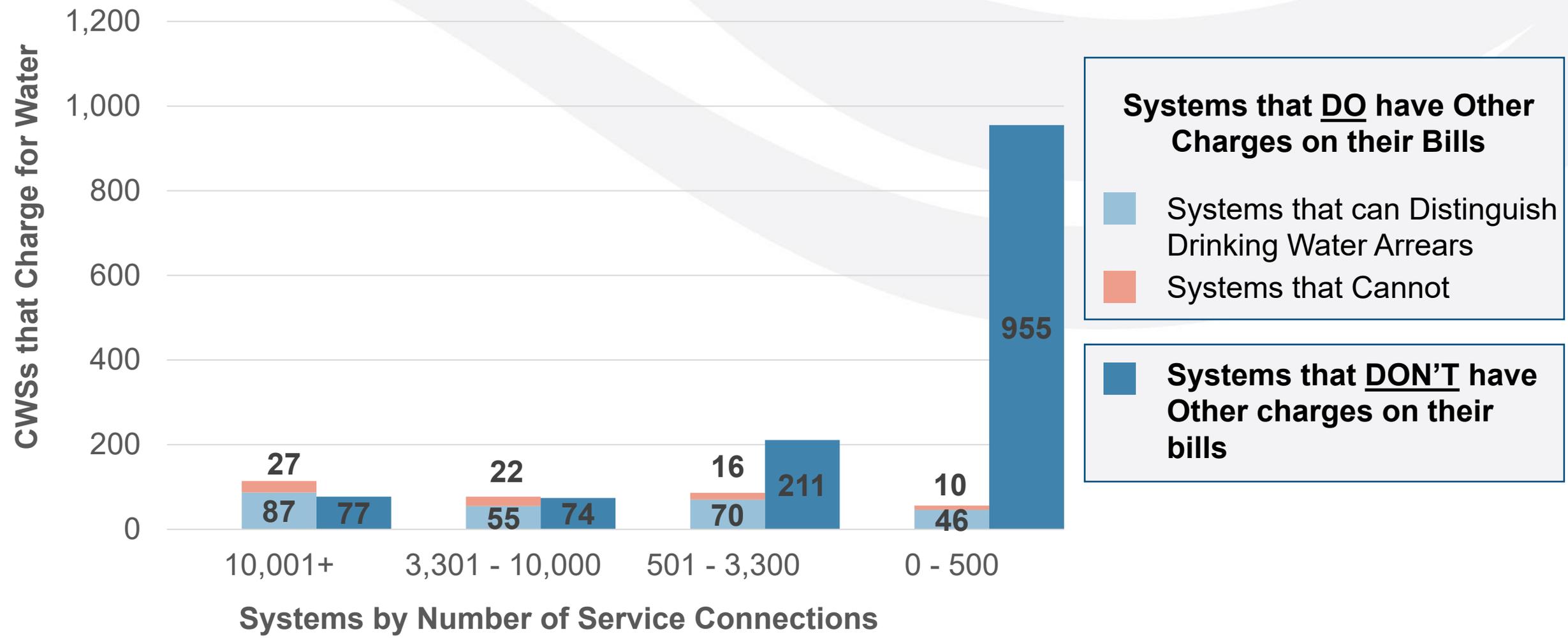
# Survey Responders: The Types of Residential Accounting Systems Used by Water Systems with Arrears



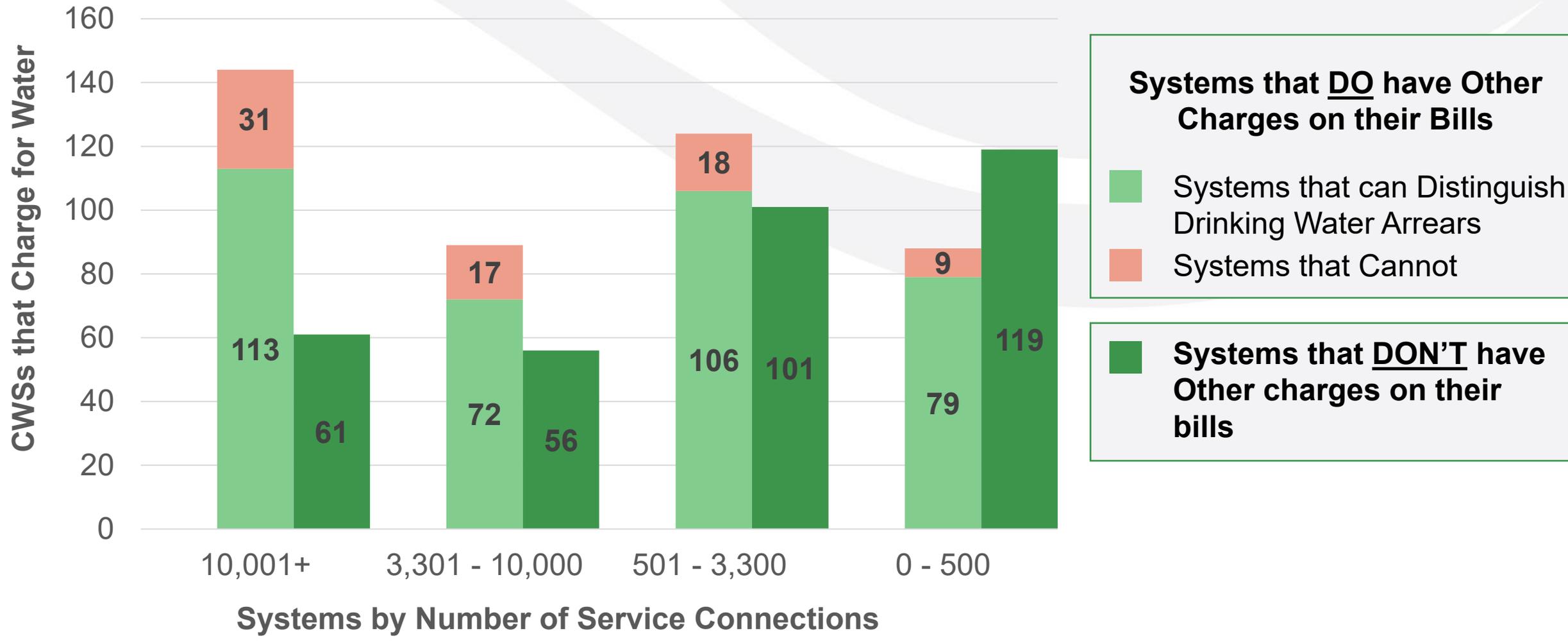
# Survey Responders: The Types of Commercial Accounting Systems Used by Water Systems with Arrears



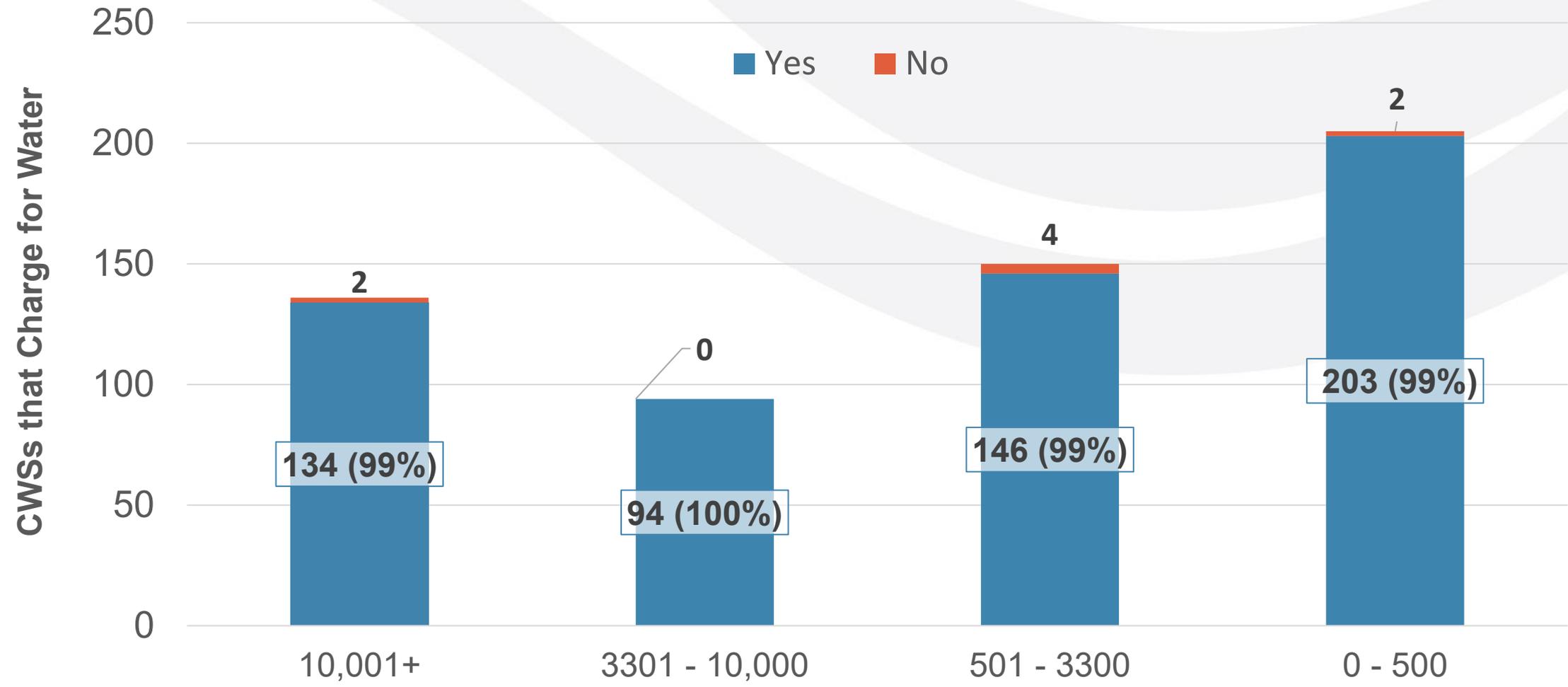
# Survey Responders: Systems that Charge for Other Services on Residential Bills



# Survey Responders: Systems that Charge for Other Services on Commercial Bills



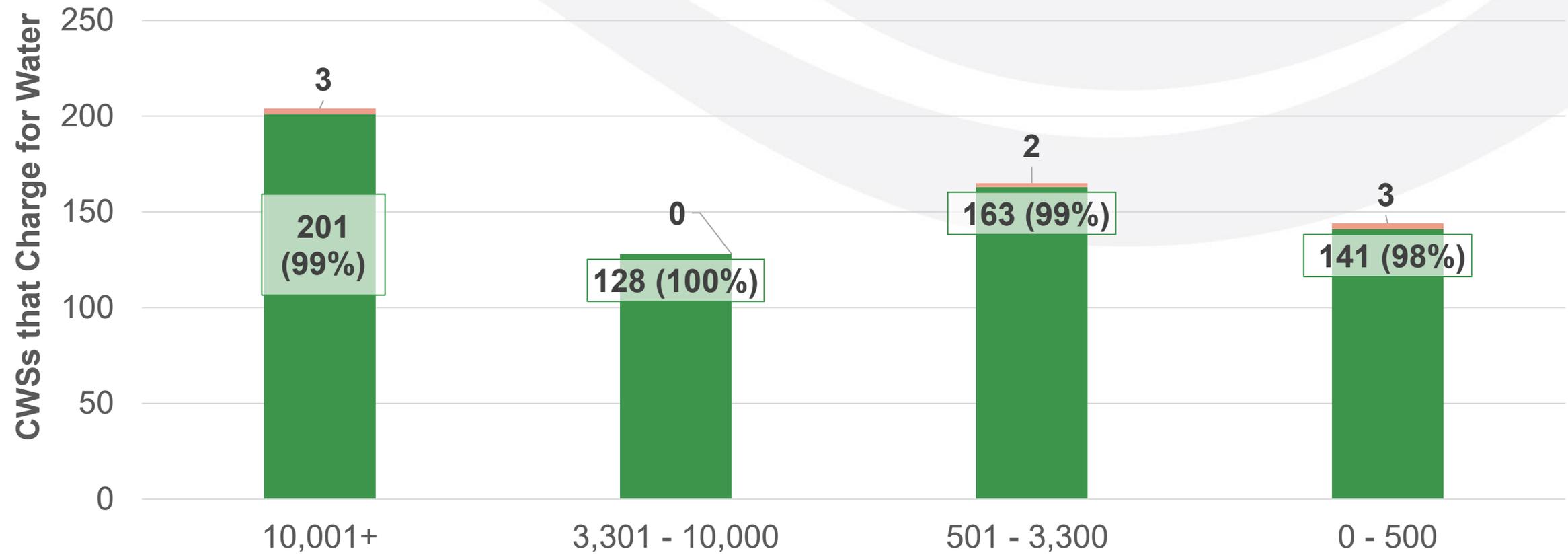
# Survey Responders: Can Provide Evidence for Reported Residential Accounts in Arrears



Systems by Number of Service Connections

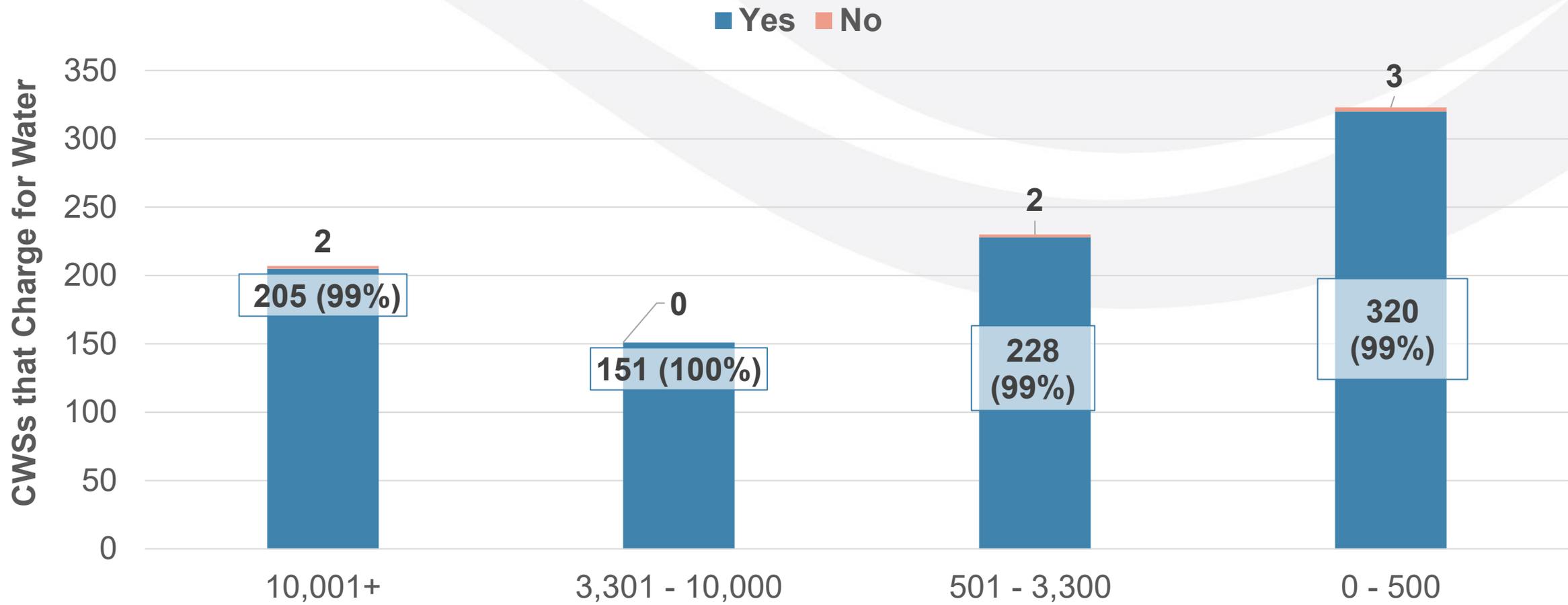
# Survey Responders: Can Provide Evidence for Reported Commercial Accounts in Arrears

■ Yes ■ No



Systems by Number of Service Connections

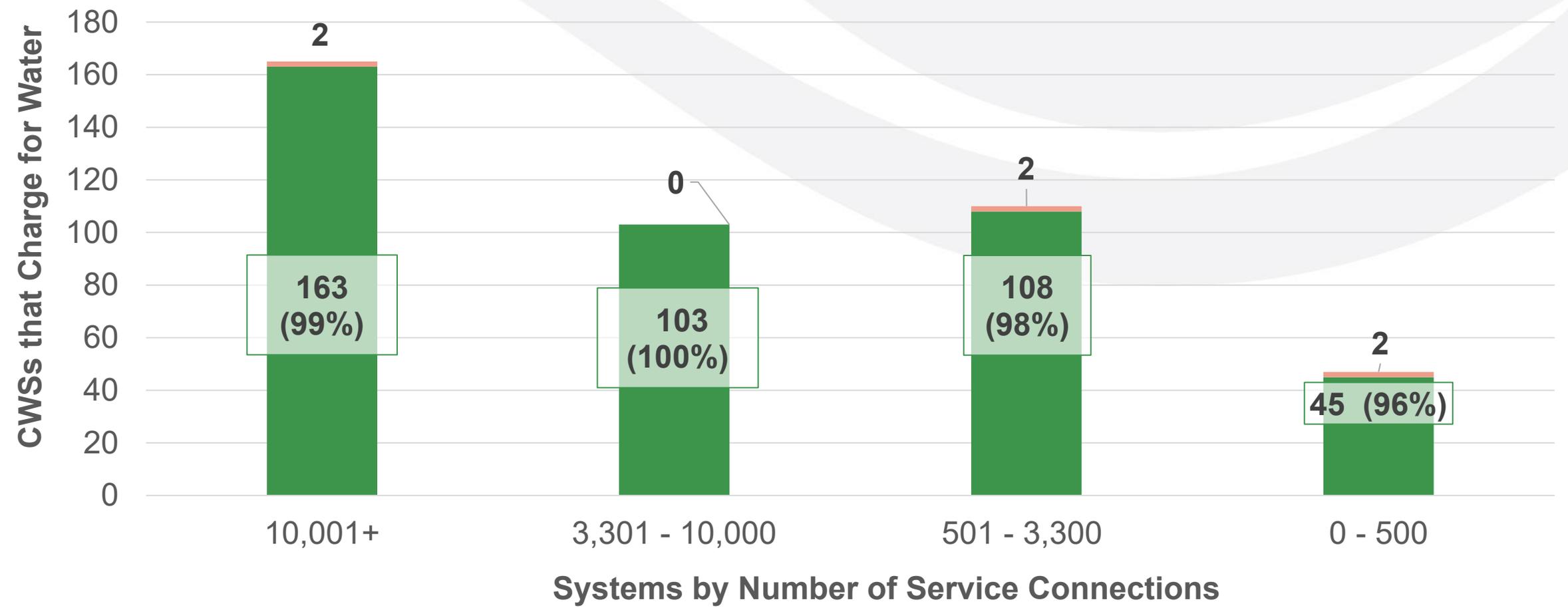
# Survey Responders: Can Provide Evidence for Reported Residential Arrearages Amounts



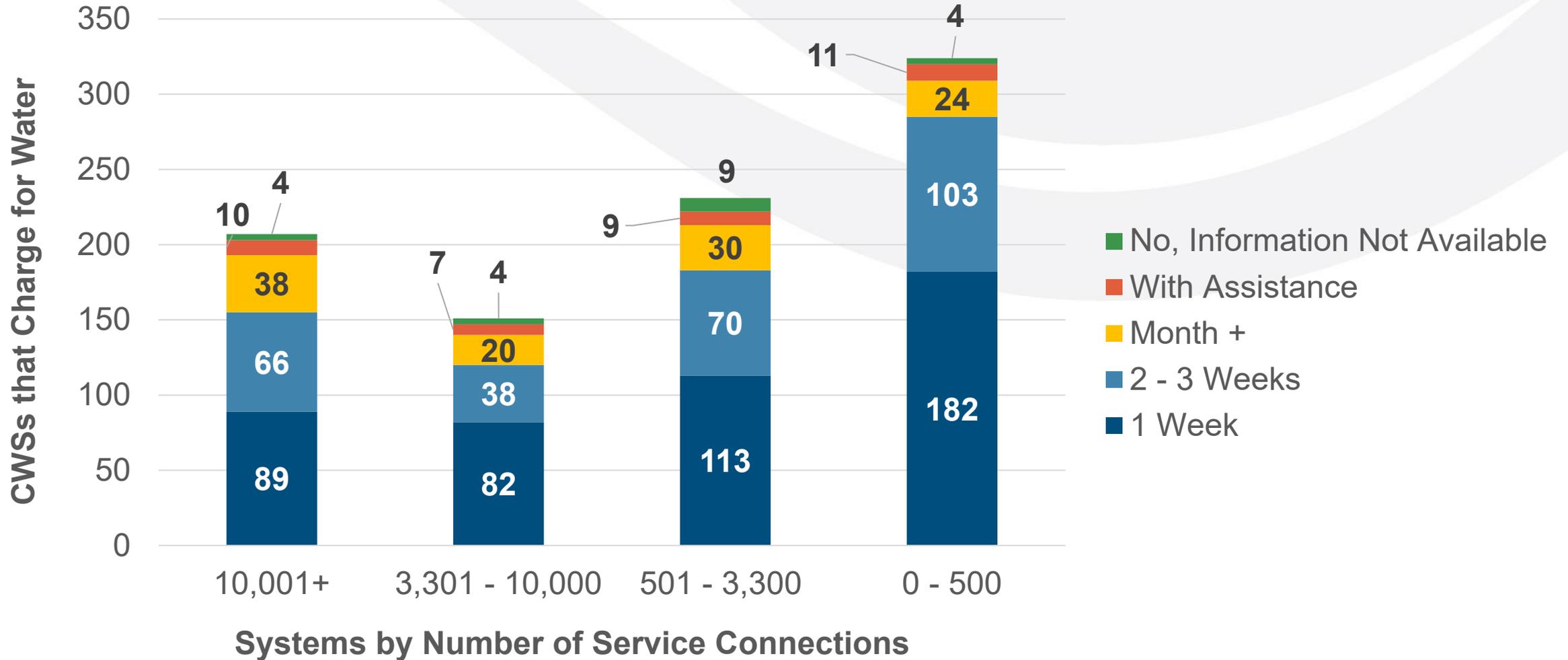
Systems by Number of Service Connections

# Survey Responders: Can Provide Evidence for Reported Commercial Arrearages Amounts

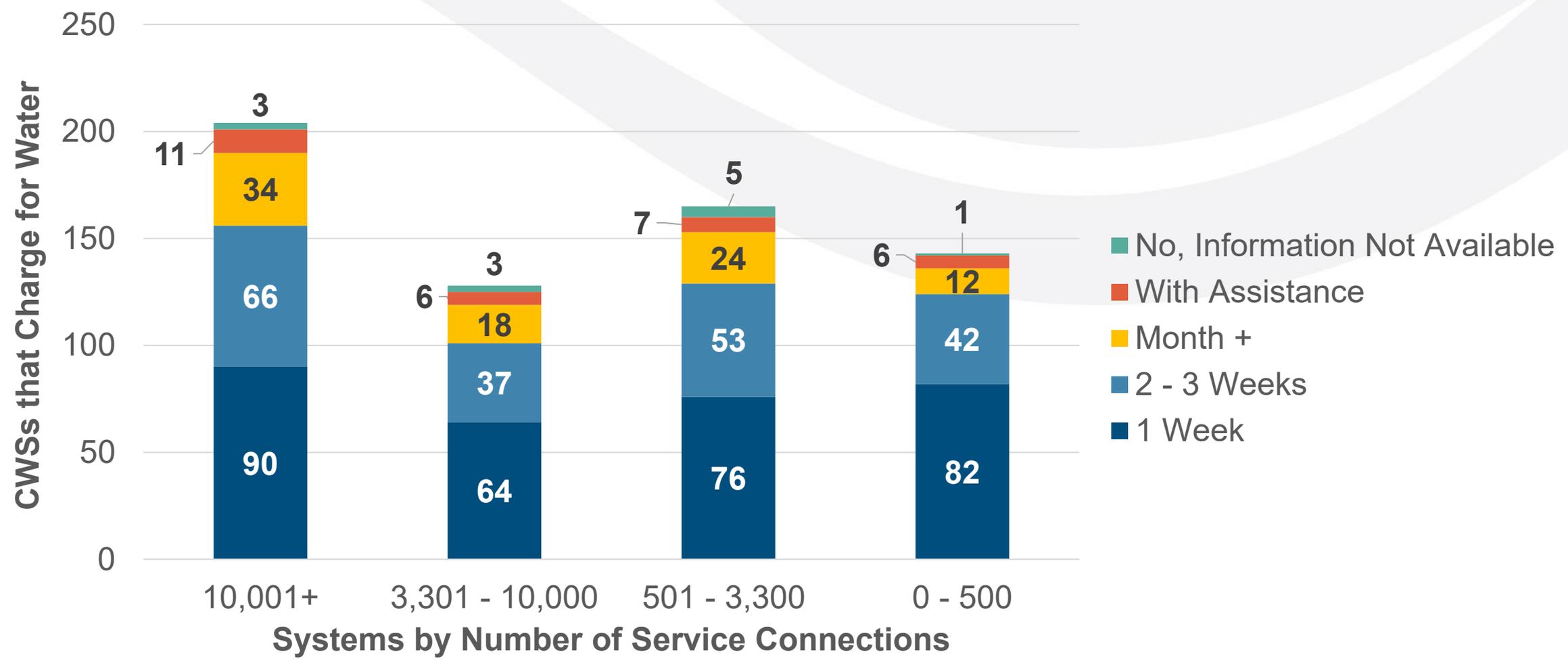
■ Yes ■ No



# Survey Responders: The Amount of Time Needed to Provide Spreadsheet of Residential Customers in Arrears

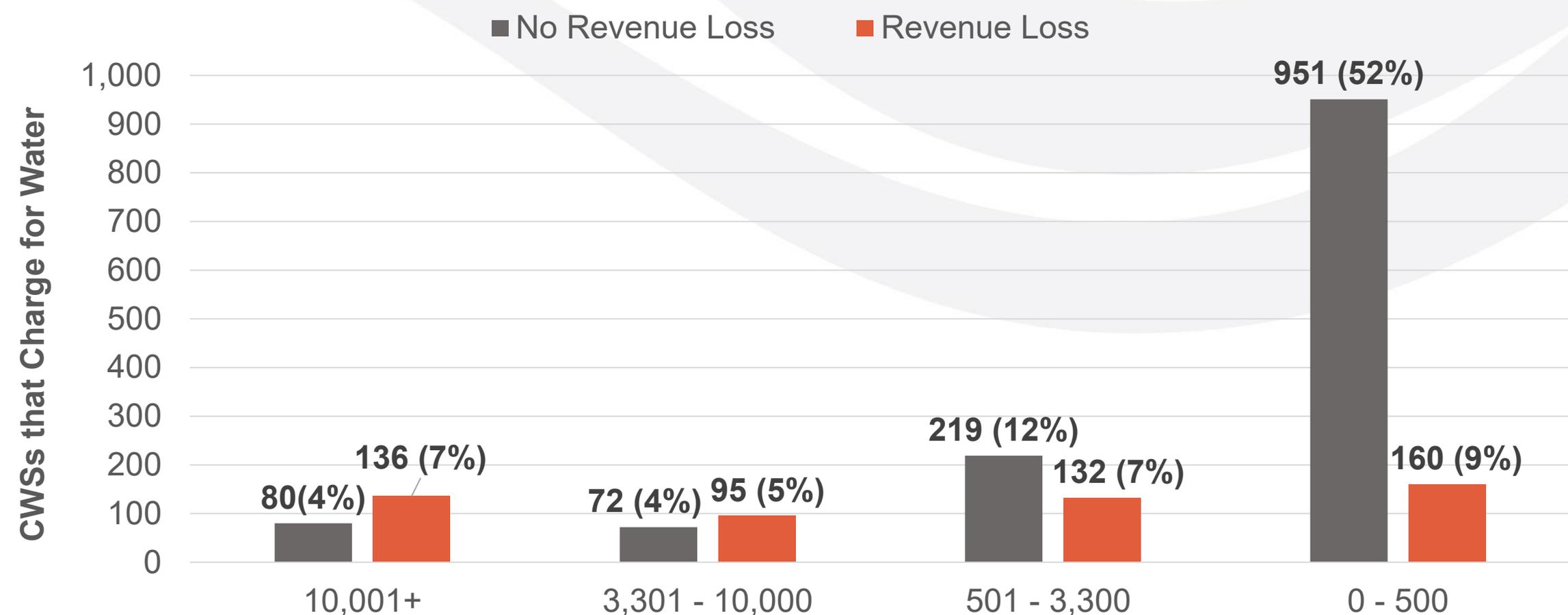


# Survey Responders: The Amount of Time Needed to Provide Spreadsheet of Commercial Customers in Arrears



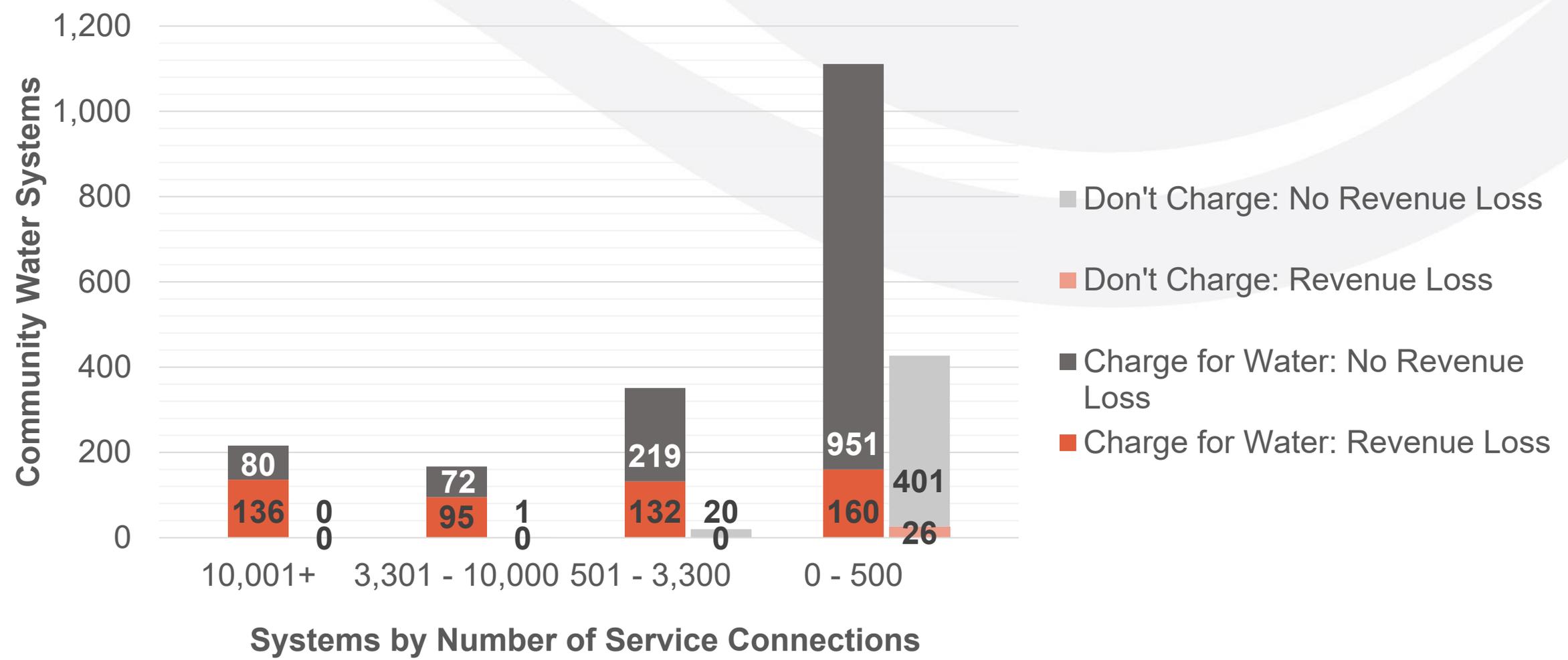
# **Reported Revenue Loss**

# Survey Responders that Charge for Water: CWSs that Reported Revenue Loss During the COVID-19 Pandemic

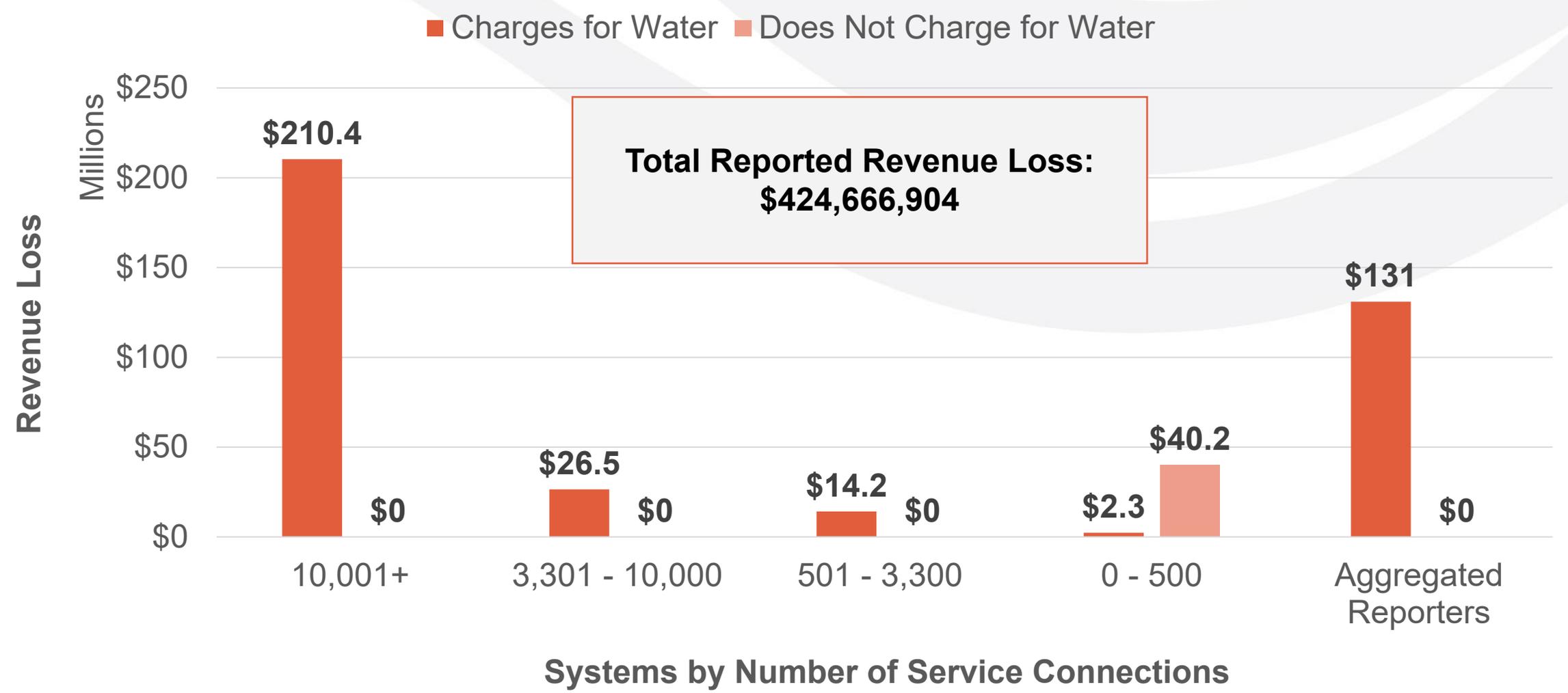


Systems by Number of Service Connections

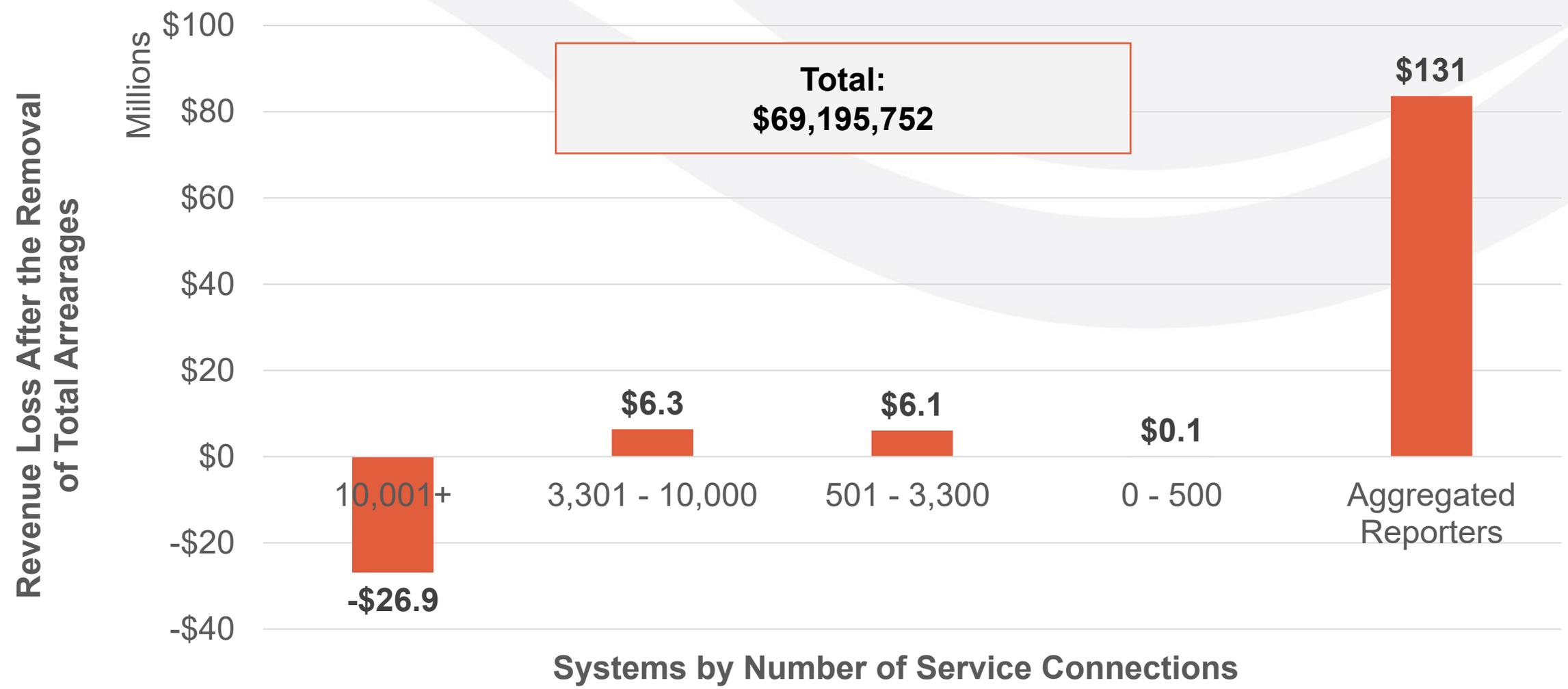
# Survey Responders: CWSs that Reported Revenue Loss During the COVID-19 Pandemic



# Survey Responders: Total Reported Revenue Loss During the COVID-19 Pandemic



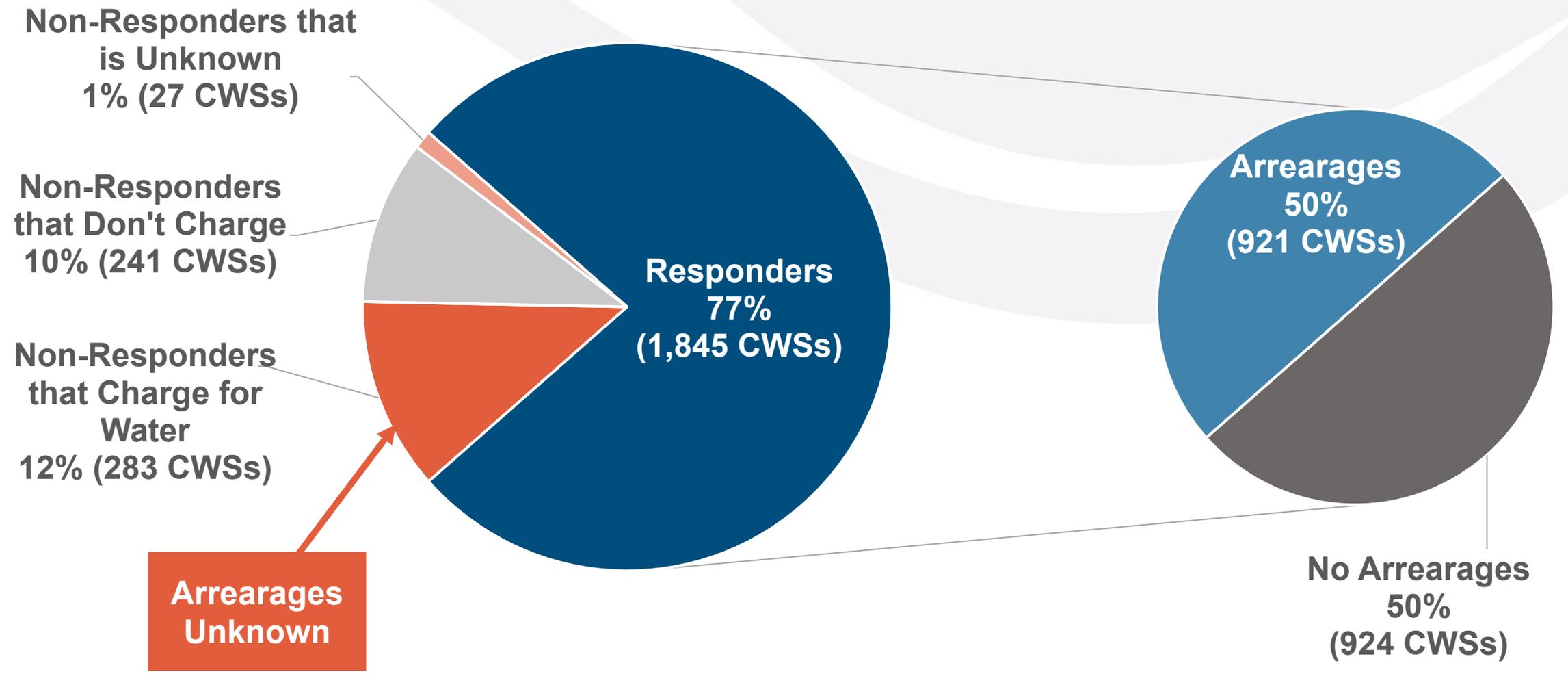
# Survey Responders that Charge for Water: Revenue Loss After the Removal of Total Reported Arrearages



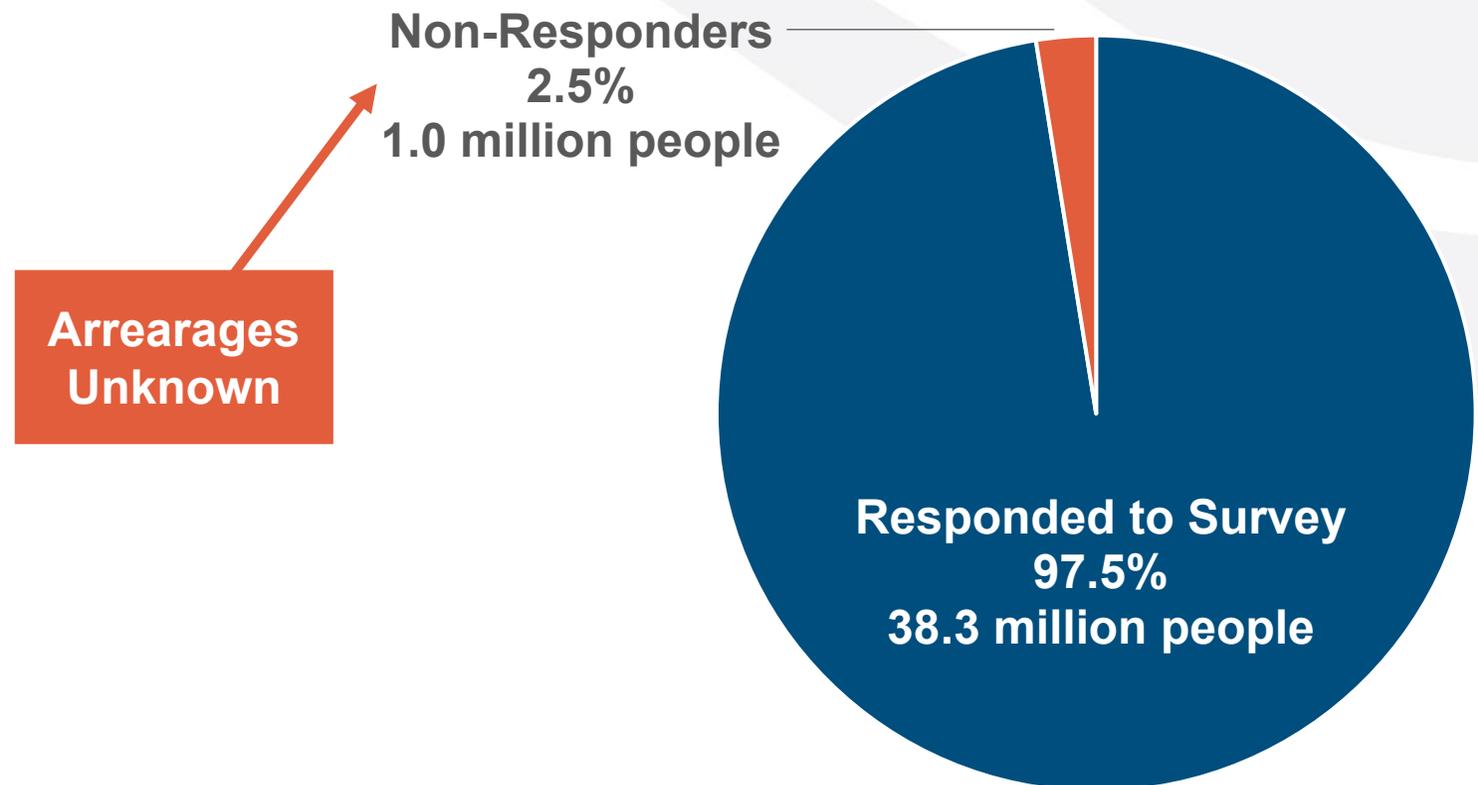
## 2. ESTIMATING ARREARAGES FOR NON-REPORTERS



# Survey Responders that Charge for Water & Reported Arrearages

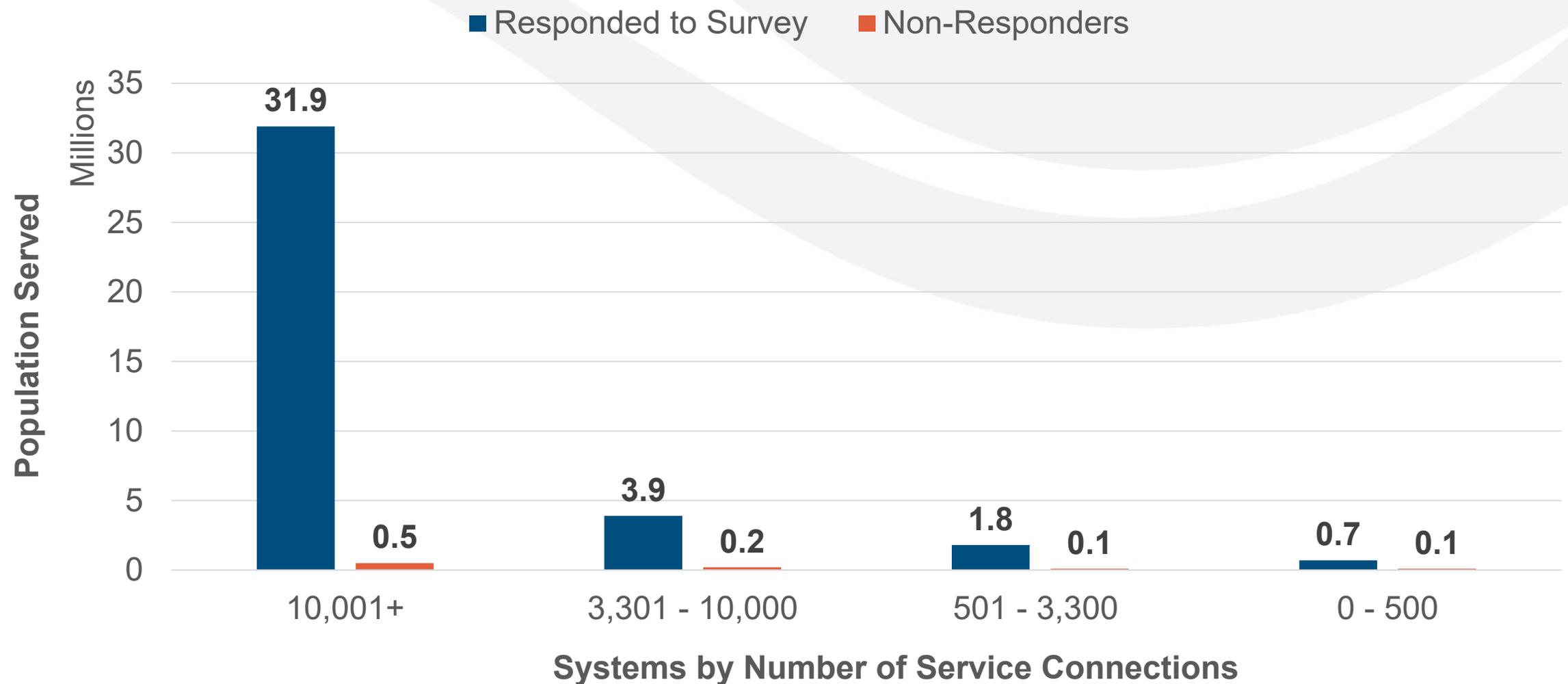


# Survey Completion: Population of CWSs that Charge for Water



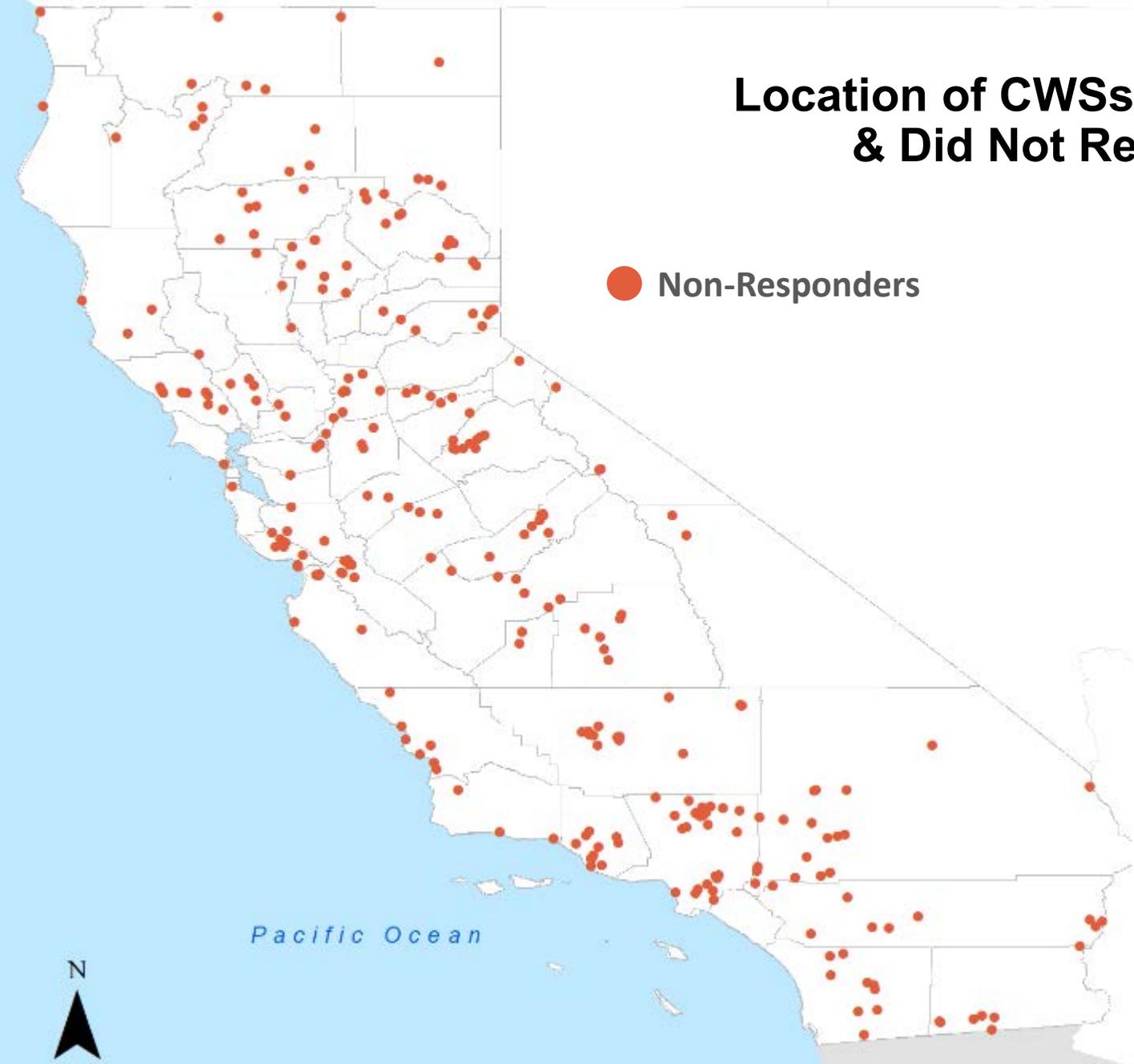
2,128 CWSs that Charge for Water

# CWS (that charge for water) Survey Non-Responders by Population Served



# Location of CWSs that Charge for Water & Did Not Respond to Survey

● Non-Responders

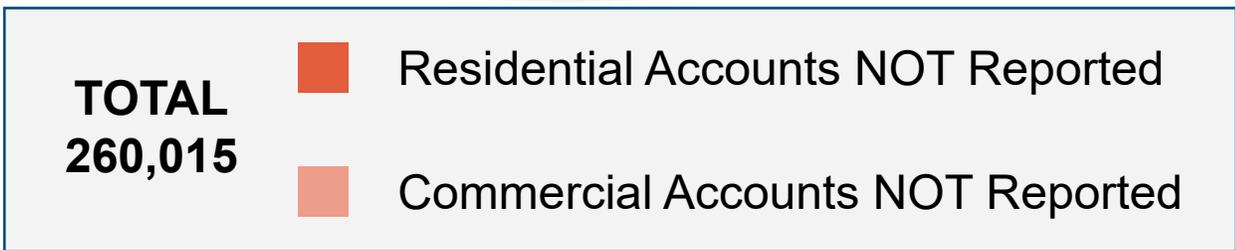
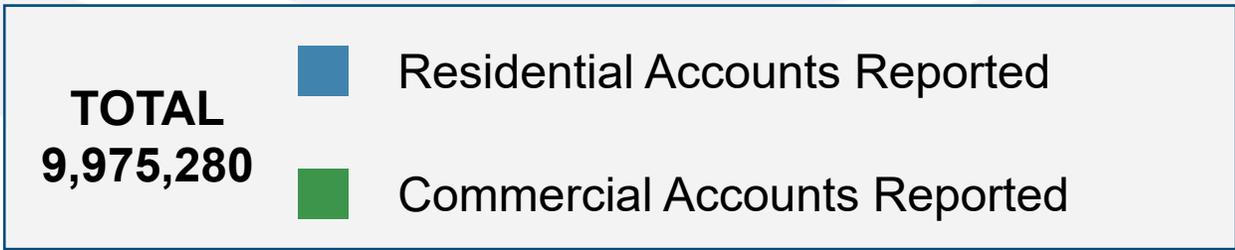
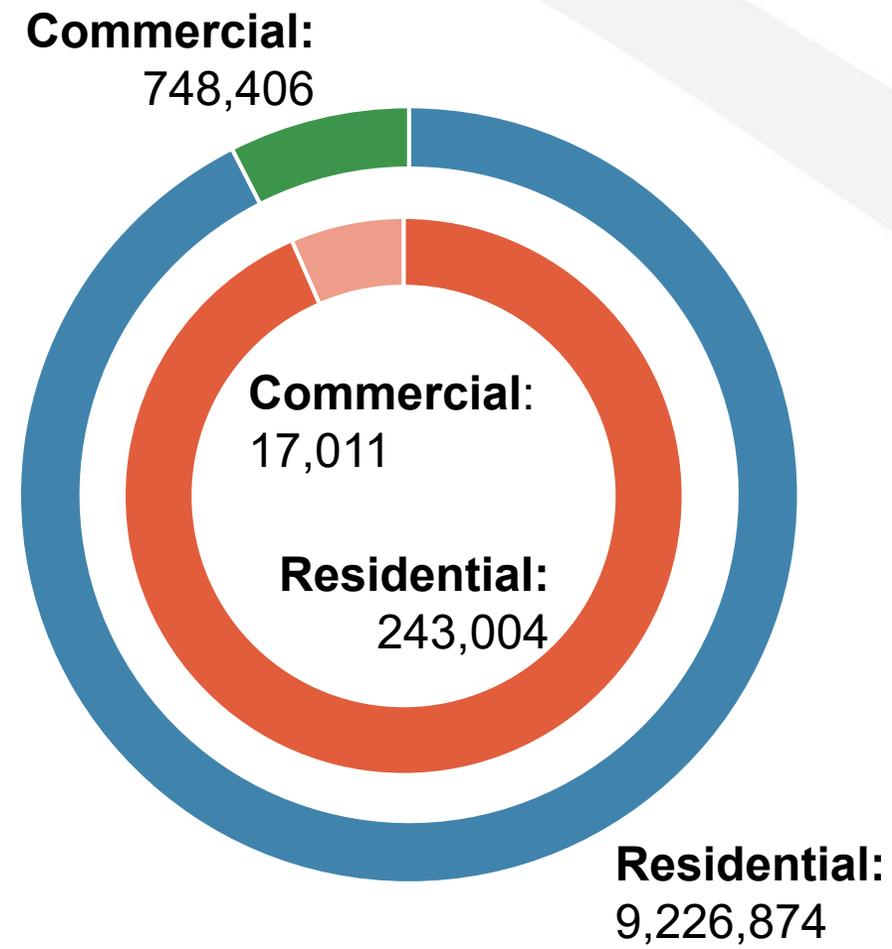


Pacific Ocean

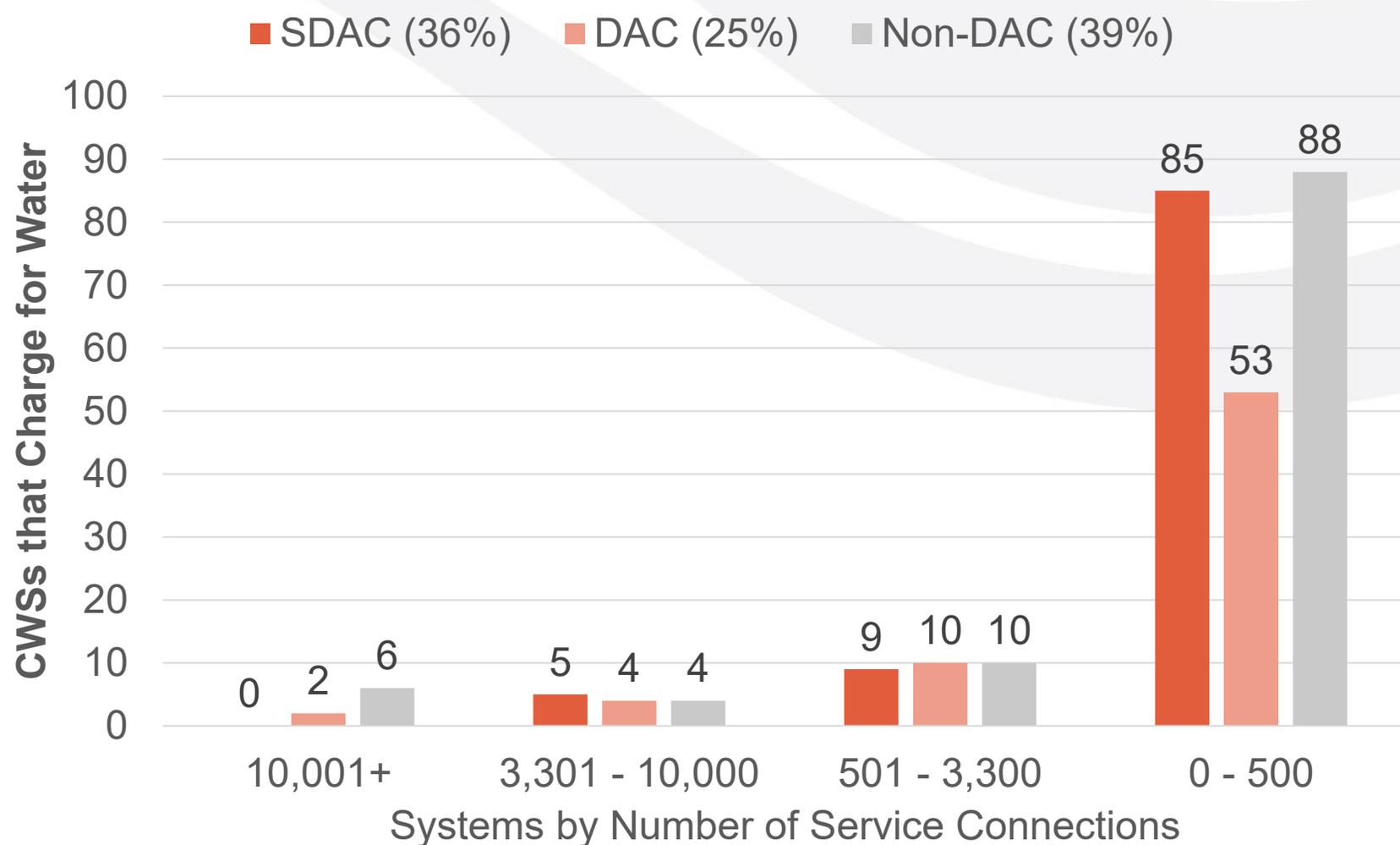


*Approximately 45 community water systems are not included due to insufficient location data.*

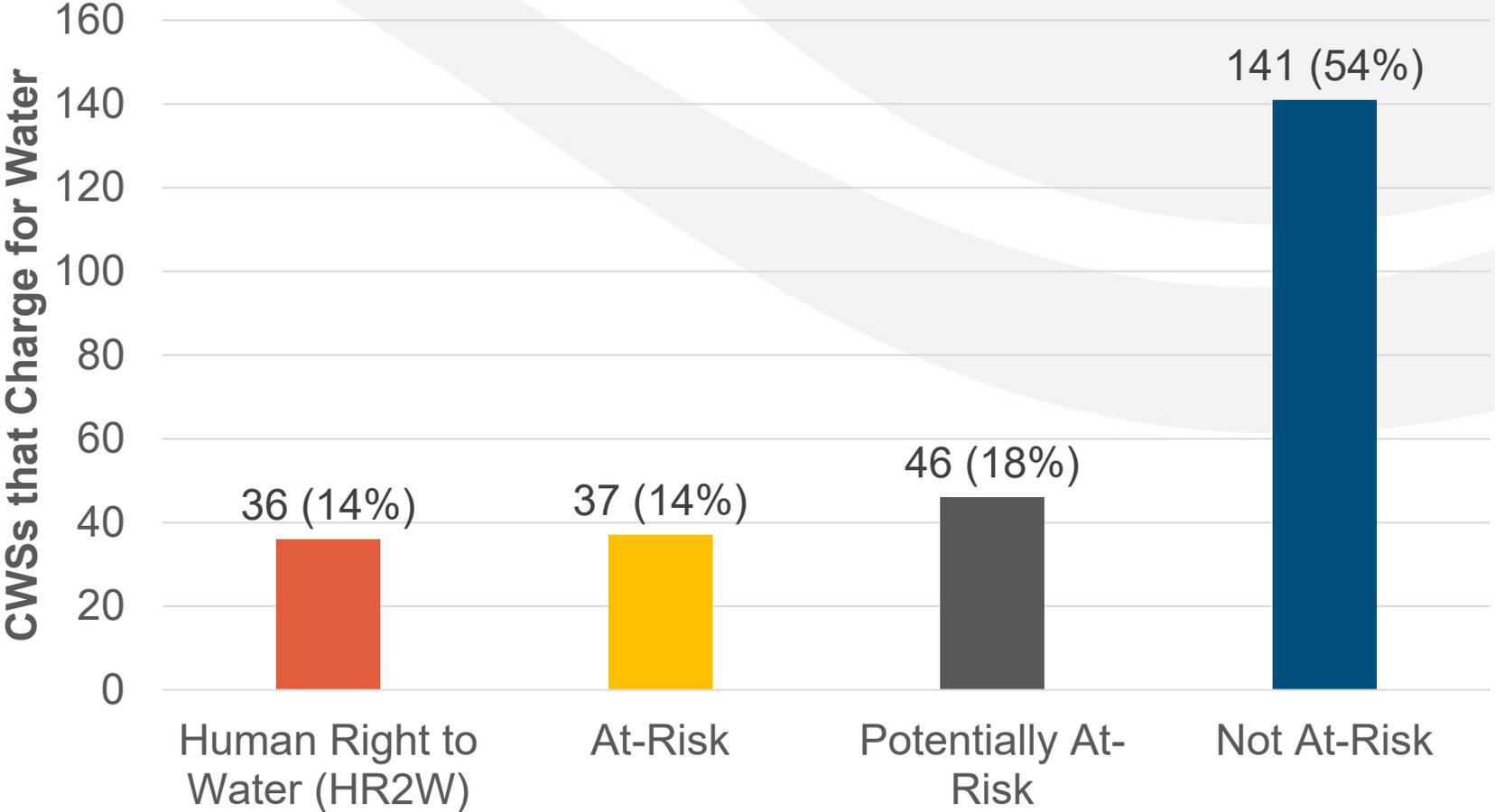
# Survey Non-Responders that Charge for Water: Total Residential & Commercial Accounts



# Disadvantaged Community Status of **Non-Responders** that Charge for Water



# SAFER Status of **Non-Responders** that Charge for Water

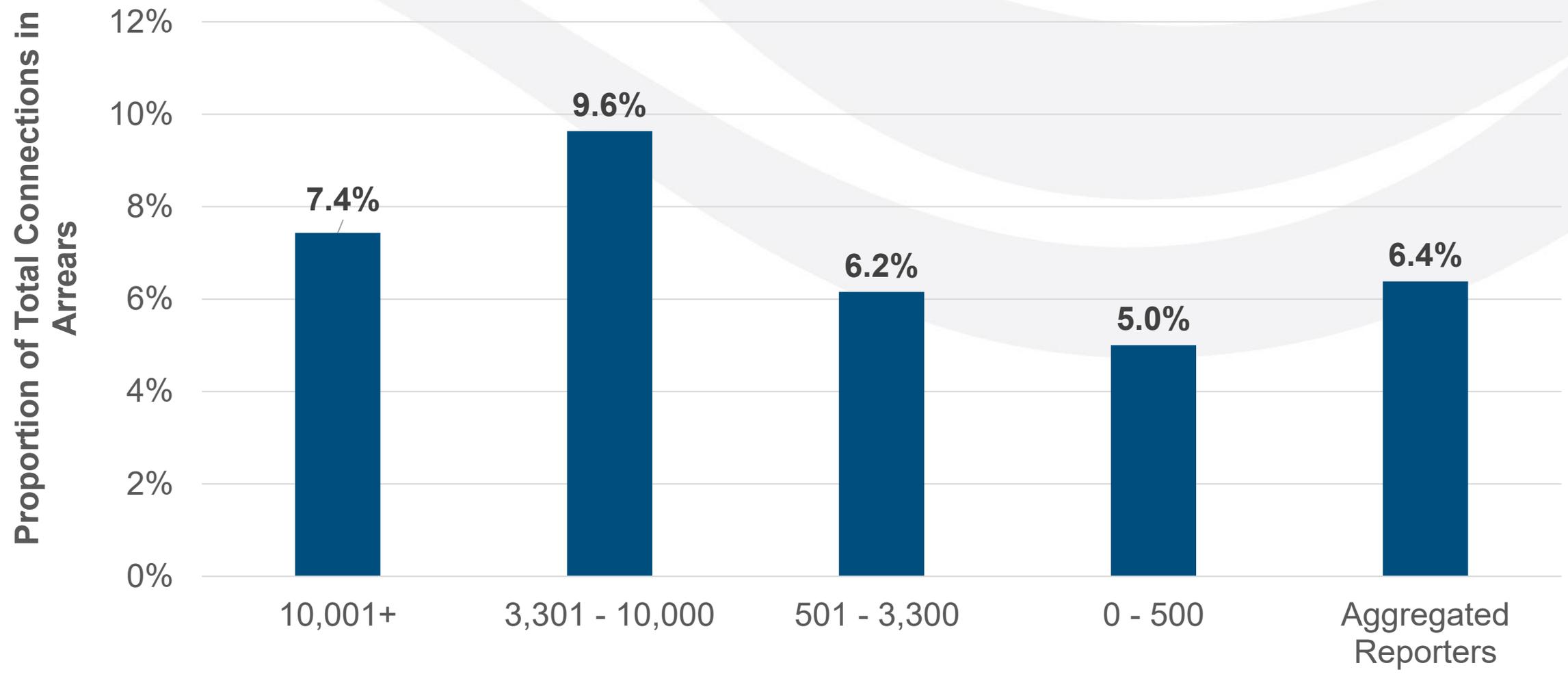


Systems by Number of Service Connections

# Methodology for Estimating Arrearages for Non-Reporters

- Used statistical modeling to determine if there is a strong correlation between arrearages and the following metrics:
  - Median household income
  - Number of service connections
  - Population served
  - Average annual residential drinking water rates for 6 HCF
  - Annual revenues
- Modeling indicated the strongest correlation is with “Number of service connections.”
- Staff used the average proportion of accounts in arrears per service connection bucket of water systems and the average arrears per account to estimate arrearages for non-reporters.

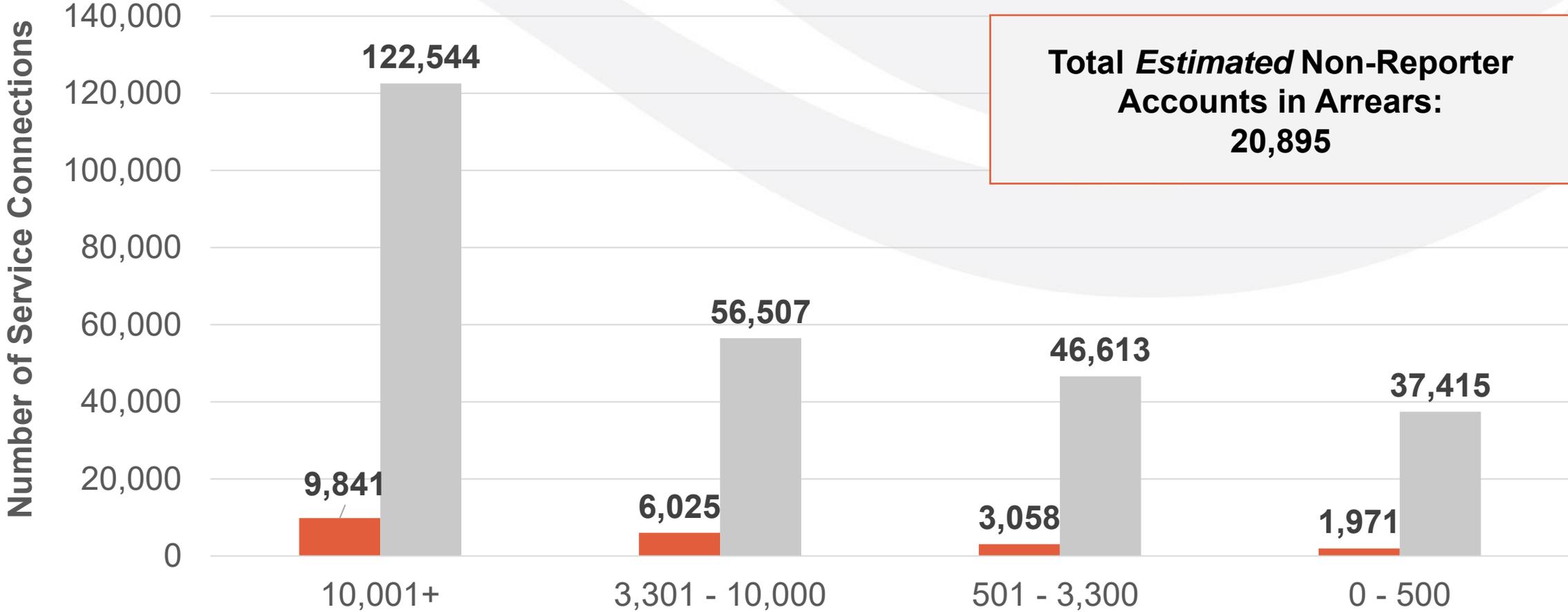
# Proportion of Residential and Commercial Service Connections in Arrears



Systems by Number of Service Connections

# Estimated Non-Reporter Service Connections in Arrears

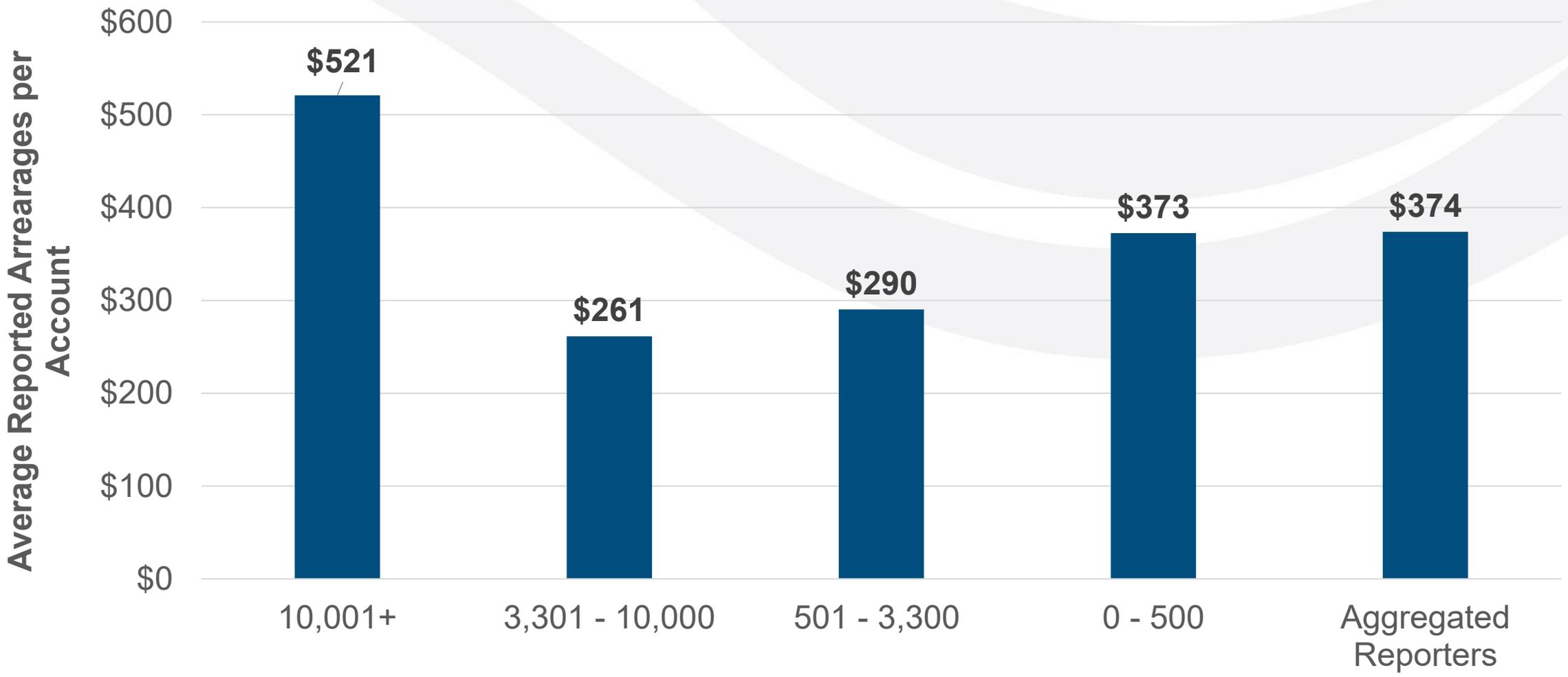
■ Estimated Service Connections in Arrears    ■ Not In Arrears



**Total *Estimated* Non-Reporter Accounts in Arrears: 20,895**

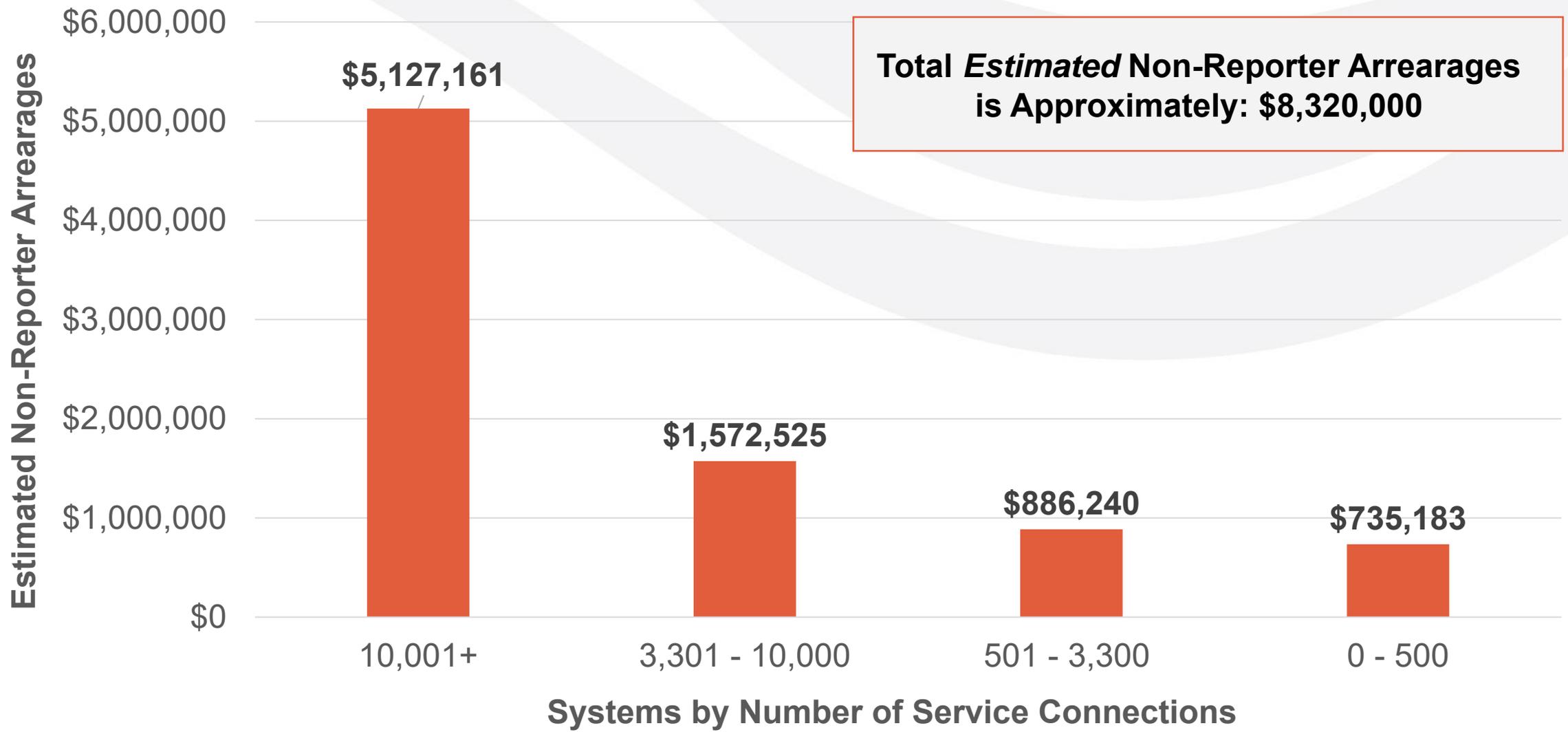
Systems by Number of Service Connections

# Average Total Arrearage per Account for Reporters



Systems by Number of Service Connections

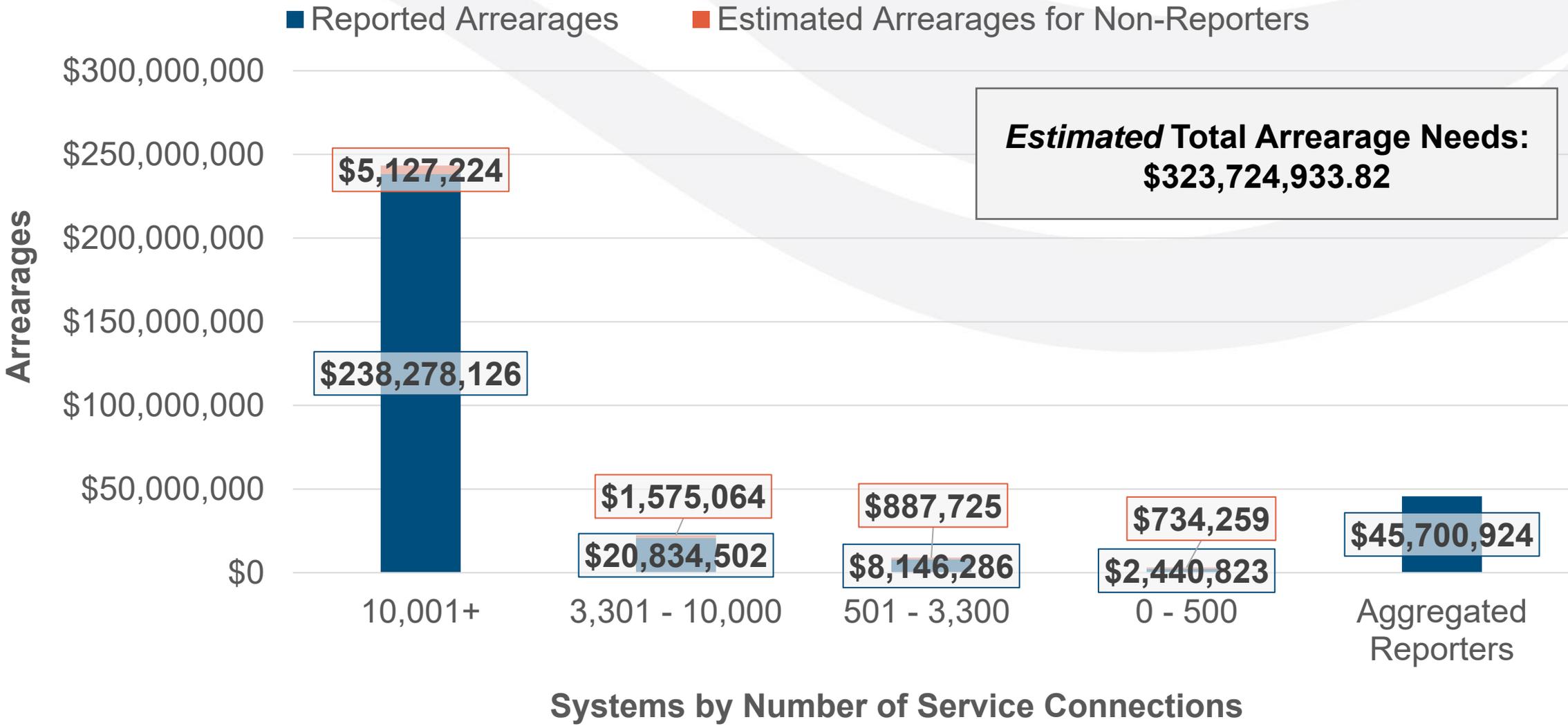
# Estimated **Non-Reporter** Arrearages



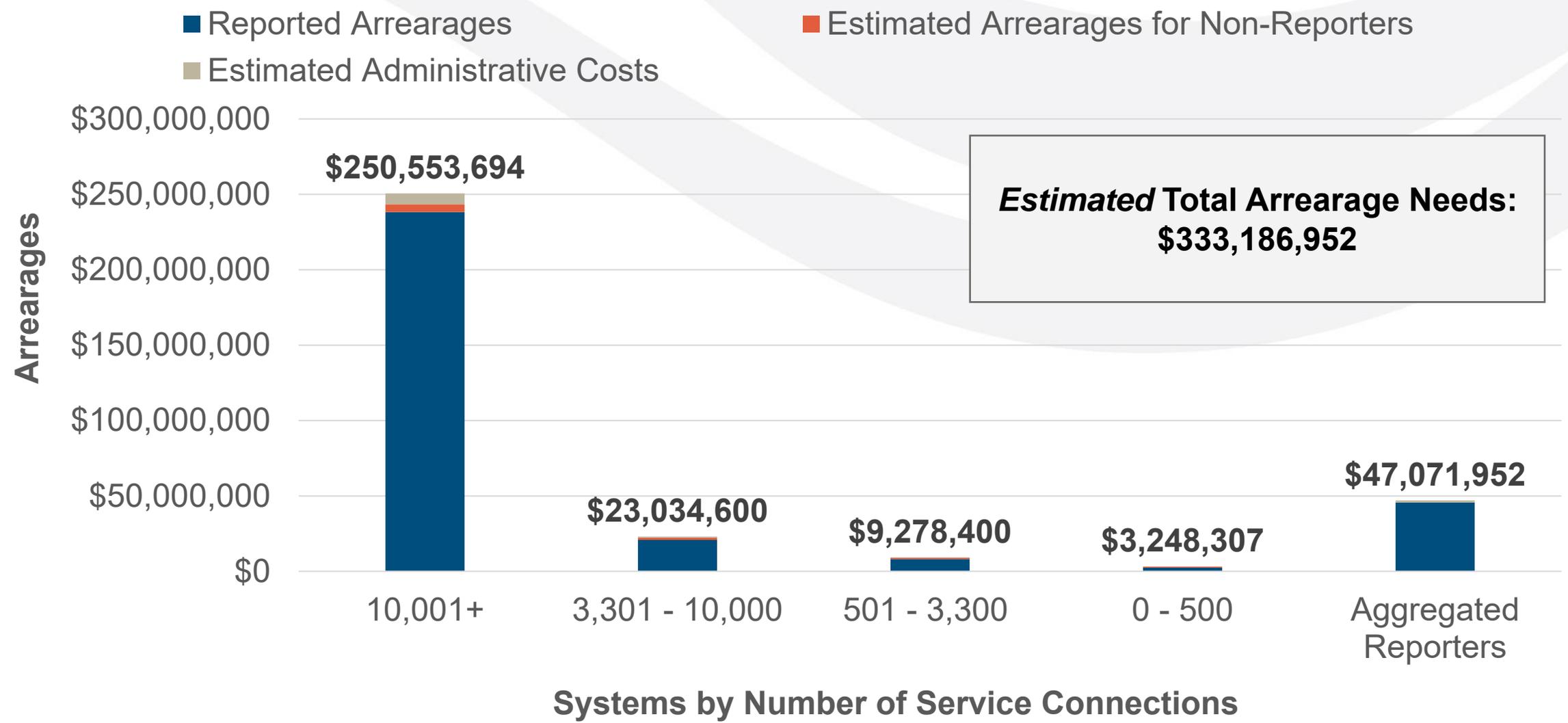
### 3. PROGRAM FUNDING ALLOCATION



# Estimated Total Statewide Arrearage Needs for Reporters and Non-Reporters

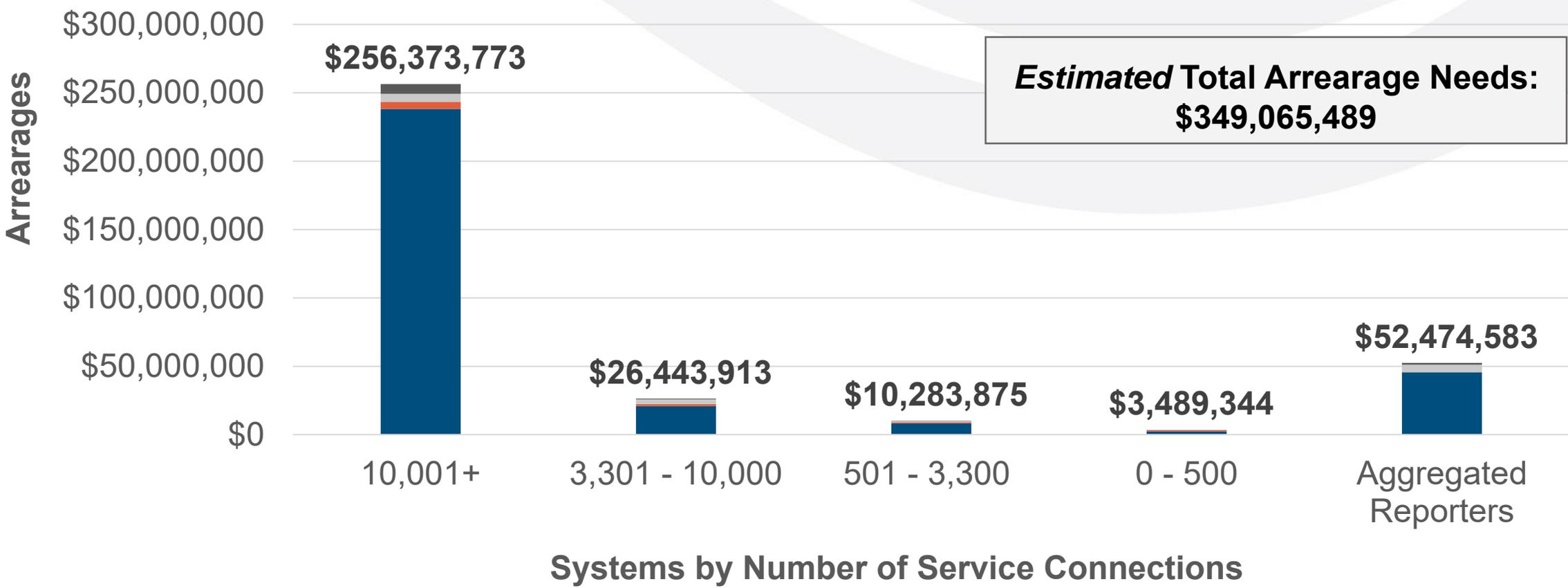


# Estimated Total Statewide Arrearage Needs for Reporters and Non-Reporters with Administrative Costs Added



# Estimated Total Statewide Arrearage Needs for Reporters and Non-Reporters with Late Fees and Administrative Costs Added

- Reported Arrearages
- Late Fees
- Estimated Arrearages for Non-Reporters
- Estimated Administrative Costs





**CALIFORNIA  
WATER & WASTEWATER  
ARREARAGE PAYMENT PROGRAM**

**Program Website:**

[https://www.waterboards.ca.gov/arrearage\\_payment\\_program](https://www.waterboards.ca.gov/arrearage_payment_program)

Released: October 28, 2021

CALIFORNIA DEPARTMENT OF COMMUNITY SERVICES AND DEVELOPMENT

CALIFORNIA ARREARAGE PAYMENT PROGRAM (CAPP)

CAPP PROGRAM NOTICE NO. 2021-06-E

The purpose of this official correspondence is to provide corrected data regarding implementation information and guidance to the general public and state energy utility service providers regarding the California Arrearage Payment Program (CAPP) administered by the Department of Community Services and Development (CSD).

## **CAPP PROGRAM NOTICE NO. 2021-06-E**

TO: ALL ENERGY UTILITY COMPANIES

SUBJECT: CALIFORNIA ARREARAGE PAYMENT PROGRAM (CAPP)  
ALLOCATIONS AND CUSTOMER BENEFIT LEVELS - *ERRATUM*

DATE: October 28, 2021

REFERENCE: Government Code Section 16429.5  
Assembly Bill 135 (Chapter 85, Statutes of 2021)  
[CAPP-PN 2021-06](#)

On October 27, 2021, the Department of Community Services and Development (CSD) released CAPP-PN 2021-06 communicating CAPP Utility Survey results, CAPP allocation determinations for state energy utility companies, and guidance for the disbursement of CAPP benefits to eligible utility customers. The purpose of this CAPP Program Notice Erratum is to inform state energy utility companies that the spreadsheet included in CAPP-PN 2021-06 detailing CAPP Utility Arrearages and Allocations, referenced incorrect allocation determinations for the following utilities:

1. Lassen Municipal Utility District
2. Lodi Electric Utility
3. Los Angeles Department of Water and Power
4. Modesto Irrigation District
5. Moreno Valley Electric Utility
6. Pasadena Water and Power
7. Plumas-Sierra Rural Electric Cooperative
8. Rancho Cucamonga Municipal Utility
9. Redding Electric Utility
10. Roseville Electric
11. Sacramento Municipal Utility District
12. San Francisco Public Utilities Commission
13. Silicon Valley Power
14. Surprise Valley Electric Cooperative
15. Truckee Donner Public Utility District
16. Turlock Irrigation District

With the issuance of this program notice, the corrected [spreadsheet](#) contained in this erratum reflects CSD's official determination of CAPP Utility Survey arrearages and utility allocations.

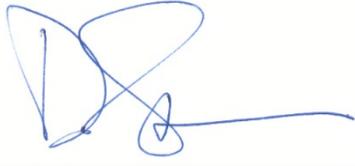
Please be advised that CAPP-PN 2021-06 has been modified to remove the CAPP Utility Allocations spreadsheet issued in error, and guidance described in CAPP-PN 2021-06 remains intact and enforceable.

\* \* \*

All CAPP-PNs, along with release dates of crucial CAPP implementation phases and energy utility responses are posted on CSD's public-facing [website](#).

If you have questions or need additional guidance regarding CAPP, please contact CSD at [CAPP@csd.ca.gov](mailto:CAPP@csd.ca.gov).

Sincerely,

A handwritten signature in blue ink, appearing to read "DAVID SCRIBNER", with a long horizontal flourish extending to the right.

DAVID SCRIBNER  
Director

## CAPP Utility Arrearages & Allocations as of 10/28/2021

### Investor Owned Utility Arrearages & Allocations (Includes Community Choice Aggregator Arrearages)

Utility Reporting	Priority 1 Arrears	Priority 2 Arrears	Priority 3 Arrears	Priority 4 Arrears	Total Arrears	% of Total Arrears (Rounded %0.0000)	Allocation Based on Percentage of Total Arrears Applied to the Statutory Amount Available (Rounded to the nearest dollar)
Bear Valley Electric Service	-	546,376	39,123	123,956	709,455	0.04620%	321,068
Liberty Utilities	-	1,170,475	91,222	486,590	1,748,287	0.11380%	790,857
Pacific Gas and Electric Company	-	589,011,348	51,340,544	113,356,868	753,708,760	49.04960%	340,871,790
PacifiCorp	-	2,674,038	432,243	504,291	3,610,572	0.23500%	1,633,140
San Diego Gas and Electric Company	-	103,420,404	9,710,041	25,138,240	138,268,685	8.99820%	62,533,283
Southern California Edison Company	-	317,916,720	56,101,106	80,164,994	454,182,820	29.55730%	205,409,417
Southern California Gas Company	-	150,296,410	7,253,377	16,570,074	174,119,861	11.33140%	78,747,933
Southwest Gas	-	8,774,452	730,437	766,718	10,271,607	0.66850%	4,645,762
<b>Totals</b>	<b>-</b>	<b>1,173,810,223</b>	<b>125,698,093</b>	<b>237,111,731</b>	<b>1,536,620,047</b>	<b>100.00000%</b>	<b>694,953,250</b>

### Public Utility and Electric Cooperative Arrearages & Allocations

Utility Reporting	Priority 1 Arrears	Priority 2 Arrears	Priority 3 Arrears	Priority 4 Arrears	Total Arrears	% of Total Arrears (Rounded %0.0000)	Initial Allocation Based on Percentage of Total Arrears Applied to the Statutory Amount Available (Rounded to the nearest dollar)	Reduction of LADWP and Redistributed Based on Utilities Proportional Share of Arrears Less LADWP (Rounded to the nearest dollar)	Final Allocation
Alameda Municipal Power	577,592	-	85,062	332,261	994,915	0.21710%	648,145	1,627	649,772
Anza Electric Cooperative Inc.	14,939	-	17,770	83	32,792	0.00720%	21,495	54	21,549
Azusa Light and Water	266,072	-	62,848	46,955	375,875	0.08200%	244,808	615	245,423
Burbank Water and Power	1,525,307	3,529	46,358	2,498,920	4,074,114	0.88890%	2,653,782	6,662	2,660,444
City of Anaheim	4,319,388	-	829,046	2,137,205	7,285,639	1.58950%	4,745,401	11,913	4,757,314
City of Banning	781,428	-	121,115	128,537	1,031,080	0.22500%	671,730	1,686	673,416
City of Corona	99,538	-	53,154	209,923	362,615	0.07910%	236,150	593	236,743
City of Healdsburg Electric Department	167,526	-	12,365	141,945	321,836	0.07020%	209,580	526	210,106
City of Lompoc Electric Division	816,086	-	99,000	1,125,643	2,040,729	0.44520%	1,329,130	3,337	1,332,467
City of Long Beach	1,961,634	-	254,245	195,139	2,411,018	0.52600%	1,570,356	3,942	1,574,298
City of Needles	29,756	-	-	-	29,756	0.00650%	19,406	49	19,455
City of Palo Alto Utilities Department	378,651	-	106,145	642,438	1,127,234	0.24590%	734,126	1,843	735,969
City of Pittsburg	20,341	1,768	342	6,879	29,330	0.00640%	19,107	48	19,155
City of Riverside	9,555,512	-	482,237	6,924,741	16,962,490	3.70070%	11,048,320	27,736	11,076,056
City of Shasta Lake	222,685	-	77,526	24,589	324,800	0.07090%	211,670	531	212,201
City of Ukiah	762,033	-	38,638	186,109	986,780	0.21530%	642,771	1,614	644,385

Utility Reporting	Priority 1 Arrears	Priority 2 Arrears	Priority 3 Arrears	Priority 4 Arrears	Total Arrears	% of Total Arrears (Rounded %0.0000)	Initial Allocation Based on Percentage of Total Arrears Applied to the Statutory Amount Available (Rounded to the nearest dollar)	Reduction of LADWP and Redistributed Based on Utilities Proportional Share of Arrears Less LADWP (Rounded to the nearest dollar)	Final Allocation
City of Vernon	4,013	-	-	1,796,431	1,800,444	0.39280%	1,172,692	2,944	1,175,636
Glendale Water and Power	4,015,936	-	665,842	3,282,188	7,963,966	1.73750%	5,187,250	13,022	5,200,272
Gridley Electric Utility	212,193	-	34,747	232,884	479,824	0.10470%	312,578	785	313,363
Imperial Irrigation District	1,119,350	228,155	952,714	870,126	3,170,345	0.69170%	2,065,048	5,184	2,070,232
Lassen Municipal Utility District	14,405	-	70,887	27,428	112,720	0.02460%	73,443	184	73,627
Lodi Electric Utility	857,788	-	445,567	289,083	1,592,438	0.34740%	1,037,151	2,604	1,039,755
Los Angeles Department of Water and Power <sup>1</sup>	181,714,201	1,441,285	19,632,935	108,919,576	311,707,997	68.00550%	203,028,209	(239,788)	202,788,421
Modesto Irrigation District	8,747,937	-	1,246,590	984,785	10,979,312	2.39540%	7,151,389	17,953	7,169,342
Moreno Valley Electric Utility	658,180	-	49,616	12,086	719,882	0.15710%	469,017	1,177	470,194
Pasadena Water and Power	3,144,264	-	509,559	2,970,343	6,624,166	1.44520%	4,314,598	10,831	4,325,429
Plumas-Sierra Rural Electric Cooperative	132,863	-	81,038	9,451	223,352	0.04870%	145,392	365	145,757
Rancho Cucamonga Municipal Utility	29,909	-	9,027	68,465	107,401	0.02340%	69,860	176	70,036
Redding Electric Utility	903,149	-	308,956	560,778	1,772,883	0.38680%	1,154,779	2,899	1,157,678
Roseville Electric	703,106	-	331,592	337,488	1,372,186	0.29940%	893,849	2,244	896,093
Sacramento Municipal Utility District	45,466,021	936,138	7,131,531	9,821,063	63,354,753	13.82220%	41,265,729	103,589	41,369,318
San Francisco Public Utilities Commission	-	477,712	3,049	1,384,960	1,865,721	0.40700%	1,215,085	3,051	1,218,136
Silicon Valley Power	923,945	4,243	499,216	583,372	2,010,776	0.43870%	1,309,725	3,288	1,313,013
Surprise Valley Electric Cooperative	75,401	-	698	10,883	86,982	0.01900%	56,724	142	56,866
Truckee Donner Public Utility District	133,611	-	23,321	16,545	173,477	0.03780%	112,851	284	113,135
Turlock Irrigation District	973,057	1,931,171	732,529	209,744	3,846,501	0.83920%	2,505,404	6,290	2,511,694
Biggs Municipal Utilities	-	-	-	-	-	0.00000%	-	-	-
City of Cerritos	-	-	-	-	-	0.00000%	-	-	-
City of Colton	-	-	-	-	-	0.00000%	-	-	-
City of Industry	-	-	-	-	-	0.00000%	-	-	-
Colorado River Agency	-	-	-	-	-	0.00000%	-	-	-
Kirkwood Meadows Public Utility District	-	-	-	-	-	0.00000%	-	-	-
Lathrop Irrigation District	-	-	-	-	-	0.00000%	-	-	-
Merced Irrigation District	-	-	-	-	-	0.00000%	-	-	-
Shelter Cove Resort Improvement District	-	-	-	-	-	0.00000%	-	-	-
Trinity Public Utility District	-	-	-	-	-	0.00000%	-	-	-
Valley Electric Association	-	-	-	-	-	0.00000%	-	-	-
<b>Totals</b>	<b>271,327,817</b>	<b>5,024,001</b>	<b>35,015,265</b>	<b>146,989,046</b>	<b>458,356,129</b>	<b>100.00000%</b>	<b>298,546,750</b>	<b>-</b>	<b>298,546,750</b>

<sup>1</sup> The CAPP Allocation for Los Angeles Department of Water and Power was adjusted by \$239,788 as this amount would not render meaningful benefits to all customers in Priority Group 4 in accordance with CAPP benefit disbursement requirements. The \$239,788 was redistributed to all other utility companies within the POU/Electric Cooperative utility category.

*Community Choice Aggregator Arrearages & Allocations (By Investor Owned Utility)*

Investor Owned Utility (IOU) Name Community Choice Aggregator (CCA) <sup>1</sup>	Total Arrears Reported to The Department	Percent of Total Arrearage Within Applicable IOU (Rounded to 0.0000%)	Total IOU Allocation	CCA Allocation Based on Percentage of Total Arrearage (Rounded to the nearest dollar)
<b>Pacific Gas and Electric Company &amp; CCA</b>	<b>753,708,760</b>		<b>340,871,790</b>	
Central Coast Community Energy	6,445,542	0.85520%		2,915,136
CleanPowerSF	5,358,710	0.71100%		2,423,598
East Bay Community Energy	17,473,138	2.31830%		7,902,431
King City Community Power	118,597	0.01570%		53,517
Marin Clean Energy	14,009,903	1.85880%		6,336,125
Peninsula Clean Energy Authority	4,033,949	0.53520%		1,824,346
Pioneer Community Energy	3,088,168	0.40970%		1,396,552
Redwood Coast Energy Authority	3,224,934	0.42790%		1,458,590
San José Clean Energy	9,615,133	1.27570%		4,348,501
Silicon Valley Clean Energy Authority	3,416,480	0.45330%		1,545,172
Sonoma Clean Power	7,718,088	1.02400%		3,490,527
Valley Clean Energy Alliance	208,095	0.02760%		94,081
<b>San Diego Gas and Electric Company &amp; CCA</b>	<b>138,268,685</b>		<b>62,533,283</b>	
Clean Energy Alliance	98,995	0.07160%		44,774
San Diego Community Power	26	0.00002%		13
<b>Southern California Edison Company &amp; CCA<sup>2</sup></b>	<b>454,182,820</b>		<b>205,409,417</b>	
Apple Valley Choice Energy	1,505,899	0.33160%		681,138
Baldwin Park Resident Owned Utility District	246,721	0.05430%		111,537
Clean Power Alliance	35,013,653	7.70920%		15,835,423
Desert Community Energy	1,347,986	0.29680%		609,655
Lancaster Choice Energy	4,256,525	0.93720%		1,925,097
Pico Rivera Innovative Municipal Energy	716,117	0.15770%		323,931
Pomona Choice Energy	872,153	0.19200%		394,386
Rancho Mirage Energy Authority	422,943	0.09310%		191,236
San Jacinto Power	1,150,619	0.25330%		520,302

<sup>1</sup> Community Choice Aggregator arrearages are included in IOU total arrearages. IOUs and CCAs will collaborate to identify and confirm CCA customer arrearages eligible for CAPP assistance by priority group within an IOU's CAPP application for funding.

<sup>2</sup> Includes arrearages incurred by customers of the former Community Choice Aggregator Western Community Energy